

To Whom It May Concern,

As with most businesses, we didn't realize the issues with our previous copier supplier and contract until we made investigations to exit.

We contacted Austral Business Machines as a locally owned business to compare the value for money. As with most businesses, every dollar counts.

Andrew met with me on numerous occasions and helped me to understand exactly what our pre existing contract entailed, even though at the time he knew that we were in that contract for a substantial number of months and it was unlikely that we would be able to give him any business straight away.

Andrew gave us clear information, his knowledge of the copier industry is second to none and he gave advice based on facts and his vast industry experience.

We met with Andrew numerous times and he was always willing to answer questions and offer advice where he could. Nothing was too much or too hard.

As a direct result of this we made the decision that we would exit our existing contract and move our business to Austral.

Based on the advice that Andrew gave we were able to do this not only without additional fees but also with no further charges. An actual saving of tens of thousands of dollars.

Since then our after sales service experience is exactly how it should be. Andrew and his team make promises and then deliver on them each and every time without fail, in this day and age that is a big deal and truly makes the difference.

We absolutely recommend Austral Business Machines to all those in need of copier and office equipment and have come to know Andrew and his team as efficient and always ready and willing to resolve any issues quickly and efficiently.

Yours faithfully  
Sunshine Coast  
Platinum Properties



Kylie Nolan  
Office Manager