

**To Wear-Concepts, Inc.:**

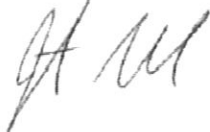
I came across Wear-Concepts by searching the internet one night in my quest to find the hardest possible wear liner, and what caught my attention at that time was their tungsten carbide product of WC900. Upon contacting Wear-Concepts via a phone conversation, I tried some WC700 and WC900 material in several applications. We have some very difficult wear areas in our chutes and have tried various products over the years. Some of these products have proven to have limited success, while others have experienced quick failure.

Several things have impressed me with Wear-Concepts, but probably the most important thing is Wear-Concepts commitment to the customer. Wear-Concepts is not concerned with just selling products, they are concerned about solving problems and working interactively with the customer to find the most feasible solution to a wear problem. In our first attempt to use WC700 and WC900, Dennis Todd (company president) wanted to know the specifics of our application before he sold me the wear plate. We discussed the application and how we thought the product would work in the specific chute.

In most of the applications that we tried the WC700 and WC900 products they failed. However, Dennis stood behind us and provided us with different products that he thought would work in place of the WC700 and WC900 material. These new replacement products were provided at discount prices in order to help offset budget constraints that are incurred with having to purchase and install new wear liners. Over a small period of time we were able to find several products that were able to solve our wear problems by working in a joint relationship. The ability to build a relationship with Wear-Concepts has allowed each of us to maximize our resources and relationships in order to obtain effective results. The building of this relationship has allowed us to continue to work closer with each other on wear solutions and has grown into purchasing turn key products (i.e. entire chutes now, not just wear liners).

In conclusion, I would truly recommend Wear-Concepts as a wear solutions provider to anyone in need of wear products. Their commitment to excellence and building a relationship with the customer is unmatched to other competitors that just want to sell wear products, as compared to solving wear problems. They have a complete and competent staff that shares a common goal and vision as a company to work with the customer in a mutual relationship to produce innovative wear solutions.

Sincerely,



JT Lloyd  
AEP Mountaineer Plant- Material Handling Supervisor