

UMG Customer Testimonial Sheet

Name: *Carrie Duranceau*

Company / Café: *Bookends & Beans, LLC*

Location: *Décorah, IA*

Why do you support UMG & Flamenco Organic Coffee?

“Our customers love the Red Sombrero Flamenco Fair Trade Coffee and would protest if we ever stopped brewing it!”

What does UMG do better than your other distributors?

“We buy from UMG because of their speedy service, extensive product line, and high quality coffee. It is nice to have a "one-stop shop" which makes ordering easier. UMG does a good job of keeping the lines of communication open and educating their customers about their products and services.”

How can UMG improve as to serve you better in the future?

“Only improvement I see needed is how products are packaged for shipping (huge boxes, peanuts).”

Thanks from all of us at UMG!

