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Delta International CITS GmbH
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September 22, 2004

Dear Mr. Wagenpfeil,


Delta has been a valuable localisation partner for RICOH Europe B.V. EPMMC for several years. During this time you have provided localisation from simple text for the packaging of some new products and more technical work for our website and users manuals. Of course the most important thing is to provide accurate localisation which is difficult with the nuances in all the different languages.

In addition to the accuracy you provide you also have the ability to learn and continue to improve the translations as our partnership develops.

It has been a pleasure to work with you and your staff during this time and hope that we will continue in the future.

Many regards,

RICOH EUROPE B.V.
Düsseldorf Branch



ppa. G. Tebbe
Manager Finance & Administration