IBt, Inc.

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— Mary Echols, AirNet customer for one year

Stress. It's just part of the job for Mary Echols.

As the Operations Manager for IBt, Inc., a cancer treatment company in Norcross, Georgia, Mary wears many hats. And, she has many responsibilities – from making sure the office runs smoothly to supervising labs and the Customer Service Department to making decisions related to shipping. Needless to say, she's got her hands full.

So, when important packages don't get picked up or shipped out, does Mary blow up or flip out? Nope. She just calls AirNet Express.

Relax, There's AirNet Express

AirNet Express takes reliable shipping service to new heights. You see, at AirNet, it's not just about getting your packages where they need to be; it's about getting them delivered promptly and professionally without hassles and without headaches.

"Since my job can be stressful at times when other shippers let us down," Mary notes, "it's nice to know AirNet is there to do whatever it takes to get the job done for us. The knowledge that we can call on them lets me breathe a sigh of relief. Would we be able to ship without AirNet? Sure, but we'd lose the peace of mind that comes with knowing you can trust your shipper to get your packages to their destinations on time. With AirNet, I can trust that our packages will get delivered where and when they're supposed to be – the reliability they provide us is worth more than I can possibly express."

Deadlines You Can Live With

Too often, getting a package where it needs to be, means getting it to the shipper at a time that's inconvenient for you.

At AirNet, we're able to pick up packages for delivery as late as midnight. That means you don't need to rush around or run red lights to meet a deadline that's more convenient for the shipper than it is for you.

“We chose AirNet because we needed a reliable shipper who could work around our schedule and not the other way around,” states Mary. “AirNet has managed to ship packages for us late at night and even handled special pick-ups and deliveries. Plus, they’re able to work out a fair and competitive price – since we’re a young company, cost was also a factor in our decision to use AirNet.”

Attention to Detail

Customer service. A lot of companies talk the talk, but do they walk the walk?

You’ll find customer service isn’t mere lip service at AirNet. Fact is, we strive to provide the highest levels of service possible. How? By being prompt, courteous and attentive. By coming up with solutions to the challenges you face. By, as Mary puts it, “having the determination to just get the job done.”

That’s not all. We also deliver customer service by doing the little things that sometimes make a big impression. “AirNet has gone above and beyond for us on several occasions,” exclaims Mary. “In one particular instance I recall, their ground courier actually met us with lunch knowing that we did not have time to do this for ourselves. Now *that* is service!”

About IBt

IBt designs, develops and distributes innovative products for the effective treatment of cancer. Specifically, IBt's products are used in a minimally invasive form of brachytherapy that places small radiotherapeutic implants, also called seeds, near or inside cancerous tissue. The seeds deliver a cell-killing dose to the tumor while sparing the healthy surrounding tissue. Headquartered in Belgium, IBt’s North American subsidiary, IBt, Inc., is based in Norcross, Georgia. To learn more, visit www.ibt4seeds.com

About AirNet Express

AirNet Express provides expedited air transportation services to banks, medical customers and other time-critical small package shippers in more than 100 cities nationwide. The AirNet airline boasts more than 120 aircraft, including 41 Learjets, 10 Cessna Caravans, and 83 twin-engine piston planes. AirNet’s fleet departs most cities several hours after other major package delivery companies. To find out more, visit AirNet’s web site: www.airnet.com.

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