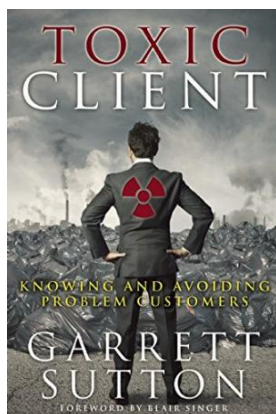


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TOXIC CLIENT: KNOWING AND AVOIDING PROBLEM CUSTOMERS



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- Authored by Garrett Sutton
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