

2004-06-07

Dear Graham

We recently had a conservatory fitted by your company and would like to say a BIG Thank You.

Firstly, to Lesley Palmer who recommended us, We originally paid a deposit to Cold Seal to have a conservatory fitted who sent us our deposit back, with a letter saying they were no longer doing conservatory fittings. We hadn't a clue about how bad they were thank God they did stop.

Secondly, a Big Thank you to Stephanie the sales rep, she was honest gave us good advice, and above all kept her word on everything she said.

To Paul the builder and all his mates, they arrived always on time and again did everything they said they would.

To Alan and Darren who made us laugh every day and astounded us with the quickness of their work and standard of work.

To Tony and Russ the electricians who again worked speedily and thoroughly.

To the glass fitters who made their work look so easy.

To Steve in the office who I think has a particularly hard job and does it so well.

We have had our faith put back into tradesmen, especially after having disasters with the kitchen company who CUT OUT THE MIDDLE MEN. They were supposed to finish installing our kitchen in four days and it took them six months to complete it.

Another well-known company who fitted wardrobes and again took much longer as half the goods were not delivered and again took ages to fit.

It makes a nice change to write a thank you letter instead of a complaint letter so Thank you to all at Amex. Sorry if we have forgotten anybody.

We really love our conservatory and look forward to spending many happy hours in it.

Yours faithfully

TERESA AND LUCIO SCOTTI