

Mike Lloyd-Hazelgreaves
Bathrooms And Wetrooms
6-8 Prenton Road West
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Wirral
CH42 9PN

16 May 2011

Dear Mike

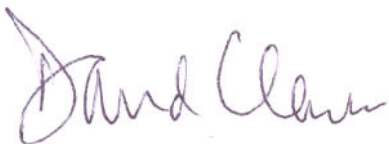
I wanted to write to tell you how much I have appreciated the project that you completed for me last year. I recognise that it seems a long time ago but I continue to be amazed at the quality of the work and the ongoing support that you have provided to deal unquestioningly with the minor niggles that inevitably emerge during and after a building project.

The quality of the installation team that you allocated was outstanding. The workmanship was excellent. I was always asked for my decision when there were choices to be made during installation and, on at least one occasion, your team proposed a brilliant imaginative solution to a design challenge about which I was very specific (and demanding!)

I am returning the spare washer that you let me have last week when I lost the original. It was, as you predicted, under the plug that you showed me how to unscrew!! Yet another small example of quality customer service!

I continue to recommend your company wherever I can and would be happy to speak to any potential customers to assert the quality of your work

Best wishes

A handwritten signature in black ink, appearing to read 'David Clark', written in a cursive style.

David Clark

