

From: "deborah" <optusnet.com.au>
Date: 15 October 2012 10:44:27 AM AEDT
To: "Peter Wishart" <peter.w@flw.com.au>
Subject: Feedback

Dear Peter and team at Facelift

Promptly , as promised, at & .30 am on Saturday morning, Daniel Wishart arrived to fit our new sliding door. This is our 3rd door from Facelift, indicating our customer satisfaction with the outstanding quality of the product and the exceptional professional service of the team behind the product.

I do feel that I would sincerely like to express our customer satisfaction, on many levels. Daniel was polite, professional, aware of utmost safety in taking out the large old window and protected our floors and surrounding furniture whilst doing so. At all times, he was extremely courteous. He disposed of all the old window. Cleared up everything and left no mess. He was careful and particular in installing the new window, which was rather large! Daniel showed safety and care while operating all his electrical equipment. He finished off the trimmings with precision and left us extremely happy as customers , with our new sliding door. He even tried to rectify a floor which was not level so that the skirting would look aesthetically pleasing to the eye. He even offered to take the skirting off and try with another new piece.

It is with absolute confidence that we highly recommend Facelift Replacement Windows to anyone considering renovations. The offer the whole package, precise customer information and planning service, high quality product, competitive yet appropriate price, professional service and care and consideration of the overall