

Customer Support

From: Ray <ray@bigpond.com>
Sent: Friday, 19 October 2012 1:43 PM
To: Customer Support
Subject: Re: facelift Window and Door replacements - Letter

Thank you for the opportunity to put on record my complete satisfaction of the window replacement we had done recently. It was something that I had continually put off fearing something would not go according to plan. Right from the outset when I approached Peter at the Home Renovations Exhibit I felt quite at ease. His approach was friendly and professional and from that point on everything went according to plan. All promises were met on time and the installation went very smoothly with competent efficient trades people. The clean up after the job left me with nothing to do but sit back and admire the new window.

I would have no hesitation in recommending your company and its trades people.

Ray

On 18/10/2012 11:41 AM, Customer Support wrote:

Dear Ray,

Thank you very much for your time earlier today and your kind words. Peter would greatly appreciate anything you would like to write that we might be able to use as a testimonial for our promotional material. It is always wonderful to hear good things about our company (although even positive criticism is welcome as we use it to keep on improving).

Regards

Elizabeth Quinn

Customer Support

Facelift Window & Door Replacements

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