

James Mizen

From: Hutchinson, Lynne [mailto:lynne.hutchinson@pcc.com]
Sent: 06 February 2008 21:15
To: James Mizen
Subject: Feedback - [REDACTED]

Hello James

This is just a quick note to say how pleased we both are with our new doors and windows.

Everything about them/ your company has truly impressed us:

- 1) The designs you suggested / offered were perfect. It looks stunning. Your advice was 'spot on', thanks!
- 2) The fitting is perfect. All doors and windows fit perfectly. Such a professional finish. Also - more importantly - so much more secure than the doors etc that were there before. Feel so much safer now. Plus, there are no longer any leaks, any water coming into the garage - so thanks!
- 3) The professionalism / manner of the fitters on the day. They showed respect and professionalism. Always knocked to get my attention. They too truly know their stuff; eg they put the door back on in a more more appropriate position. They also left the whole area spotless. They even washed down the drive. I felt totally safe too having them at my home.

You have a great company and team. We have really been impressed by the service from beginning to end, ie from you coming out to give the initial quote right through to fitting.

I would be more than happy to provide any reference, if any of your potential customers required one.

Thanks again

Lynne Hutchinson