

Vale Furnishers Ltd
Wharf Road
Ash Vale
Surrey GU12 5AS

Mr Derek A Harrison

Date:- 25th July 2011

Dear Mr. Mundell,

I have recently had the pleasure of contacting your company re an accident that had happened in my home concerning a piece of Beaver and Tapley, a three drawer unit to be precise. Michelle Hammond was your member of staff that helped me.

I needed replacement drawer runners as one set of mine had become damaged. Bearing in mind, my Beaver and Tapley units are over 20 years old, I had little hope of getting identical replacements.

I went on the Internet to search for Beaver and Tapley and that search led me to Vale Furnishers Ltd, and indeed telephone contact with Michelle Hammond.

What a great ambassador for Vale Furnishers Ltd.

She is extremely helpful and knowledgeable on Beaver and Tapley.

Anyway she used her contacts with the manufacturer and the end result, a perfectly matched replacement pair of drawer runners were found at the factory and promptly forwarded to her for sale to me.

The drawer runners were bought by myself over the telephone and posted on to me. They are now fitted affecting a complete repair to my three drawer unit.

Non of the above would have been possible without Michelle's assistance and in this day and age where it is normal to receive complaints about bad service, its about time someone, in this case Michelle, received formal recognition for a job "extremely well done". She certainly has made my wife and I happy customers and we will have no hesitation in the future of recommending Vale Furnishers Ltd to our friends and family.

Yours Sincerely



Mr. D. Harrison