

1st August 2010

Ash Vale Furnishers
Wharf Road
Ash Vale
Surrey
GU12 5AS

For the attention of the Alan Partridge

Dear Alan,

Re: Ekornes Furniture Purchase – Order No 94704

Following the delivery of our new furniture on the 23rd of July, we feel it is necessary to put pen to paper to relate our experiences.

The initial and subsequent visits to the Showroom were to say the least, well orchestrated and managed to ensure the right unpressured choices were made within a very pleasantly laid out environment.

Due to problematical circumstance encountered with the refurbishment of the room into which the items were to go, the actual delivery of the items was delayed by a considerable time and unfortunately on more than one occasion.

All these delays and date changes were absorbed by yourselves without a murmur for which we thank you very much.

The day arrived for the actual delivery, which was a real eye opener in more than one respect.

The van was clean and tidy.

The operatives were clean tidy and smartly dressed.

Both operatives were well spoken and extremely polite.

Moreover as the delivery progressed it was obvious that they had been trained and coached in the trade of furniture moving, all of which they put into practice.

Both operatives were in our eyes equal and acted as a co-ordinated team.

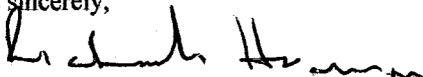
The laying of the dust sheets in the Hallway and the Room into which the furniture was to be placed, the assessment of the Room and the route into it.

The care in manoeuvring the chairs through the doorways - the placing the chairs into the Room and making the sub-assemblies within the room followed by the pre-wrapping of the Sofa outside within a purpose made protector – followed by the placement into the Room without a touch or scrape.

An absolutely superb delivery service of which you can be justly proud.

We cannot thank you enough for making this whole purchase a very worthwhile and pleasant experience following which we can enjoy the use of the furniture itself.

Yours sincerely,



Richard & Delaine Hunnam