

**From:** Viv Stribling

**Sent:** 29 October 2013 15:44

**To:** [admin@valefurnishers.co.uk](mailto:admin@valefurnishers.co.uk)

**Subject:** Service!!

What fantastic service. Our new bed was to be delivered between 12 and 2 last Friday, the men rang the doorbell exactly at 12noon, wonderful, brought in the base only to discover one set of castors missing, could we use it on the floor, of course we could, but there might be some in the warehouse. My husband when paying the bill with Russell mentioned this fact, ten minutes later a phone call from Russell, would we be in this afternoon, yes we would, by 2p.m. the man from the warehouse was on the doorstep with the castors, fitted them and left within 10 minutes. Such service doesn't usually happen these days and we just wanted to say thank you very much and we will be back when we next need something new for the house. Thank you Mr and Mrs Stribling