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24<sup>th</sup> June 2014

Mr A Mundell  
The Manager  
Vale Furnishers

Dear Mr Mundell

Having recently purchased a carpet from you, I am writing to say how pleased we are with the service received from ordering and being advised by Dan Chapman to the fitting by Bob and Raymond. This was quite an upheaval but I must say everything went smoothly even to Brian the carpenter being available so that the job was completed in the day, with furniture etc back in place.

On completion there was a slight mark on the carpet (from the manufacturer, I believe). I telephoned Dan who came out, without hesitation and removed the mark, again without any trouble whatsoever.

We have dealt with you on a number of occasions and would not hesitate to do so again. We thank you very much and hope you will convey this to all concerned.

Yours sincerely



James Longman