

Tuesday 16th December, 2008

Dear Peter Wishart,

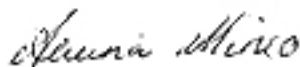
This is a letter of appreciation. You and your staff at Facelift have excellent customer service which is lacking in many businesses today.

Being a female seeking a household service can be quite daunting. You and your staff made me feel comfortable and explained everything that was going to be done. I found that all my questions were answered without making me feel that any were silly. You were also prompt with all your appointment times which is greatly appreciated.

After installation service has also been of a very high quality. Any problems were dealt with positively and with a good attitude.

Many people have commented on the quality of the windows and how good they look. I am only too happy to pass on your business name and phone number, in that I know they will receive the same customer service that I have.

Regards,



Miss Alvina Mineo