

Crown Lane
Theale
Reading
Berks
RG7

24 March 2006

Andy Smith Academy Windows 22 Richfield Avenue Reading
RG1 8EQ

Dear Andy,

I just wanted to write (somewhat belatedly) and say how pleased I am with my new windows and back door. The customer care shown by Carol and the two gentlemen who came to fit the new windows and door was most appreciated and I now wonder why I left it so long to get them done!

Please pass on my thanks to everyone who was involved. I have already passed on your details to two of my friends and would have no hesitation in recommending Academy in the future. You have a great product and wonderful staff.

Yours sincerely,

Samantha Ottaway