

Mr & Mrs W.A.Birch



November 2013

For the Attention of: Mr M. Bancroft,

Further to contacting your company regarding the Service of our Boiler. I am writing to express my thanks for an excellent service by a friendly and fully qualified engineer. He came on time and even gave me a courtesy call beforehand.

He was courteous and explained what he had to do and approximately how long it would take, if there were no issues.

The Service went without issue and the Engineer provided me with all the documentation for my service and asked if I had any further questions.

In this day and age it is nice to have the kind of service which I have found so lacking in other companies. What a refreshing change!

A big thank you and I will certainly be using you again and recommending you to friends and family alike.

Regards

Mr & Mrs Birch.