

Rapsley Cottage

Coneyhurst Lane

Ewhurst

Surrey

GU6 7PP 7th January 2011

Enviroglaze

Unit 207 The Waterhouse Business Centre

2 Cromar Way

Chelmsford

Essex

CM1 2QE

Dear Mr Norris,

Firstly please pass on my thanks the entire Enviroglaze team for a brilliant service. My initial contact with your sales desk quickly gave me a quote by email based on my specification which I considered to be excellent value for money. The representative was exceptionally polite and professional and easily answered all of my questions. Our visit from Graham reinforced our belief that your company has the client focus, quality and professionalism we were looking for. The survey was (much to our surprise) carried out during the snow in December and it's your commitment to meet your customer's expectations that amazed us. Allowing your surveyors to borrow other people's 4X4 car meant that we had the survey conducted despite terrible road conditions. Once our installation was booked Paul kept us informed all the way through the disruptions due to snow in December and was trying every possible way to get our windows in before Christmas but the conditions didn't allow for this.

We've had our installation done yesterday and your team who came out to us are of the highest quality possible. They worked quickly and professionally to ensure the house was finished in the day and clean up perfectly. They even did a double check to ensure there wasn't any glass left over where our dogs go. Although I couldn't be there the comment from my housemate was that she'd never seen people working so diligently and hard.

Post the installation I've had courtesy calls from both Graham and Paul this morning and have informed both of them of our 100% satisfaction with the work.

The entire Enviroglaze team have worked as a great team and have gone beyond our expectations and we'll definitely be coming back to you in the future. You offer Brilliant Customer Service, Excellent Value for Money, Great Quality and an outstanding ability to tackle challenges.