

BOB & ALICE SPINK
MARDAN HOUSE
OLD LAIN
HARRIETSHAM
KENT ME17 1AZ
TEL: 01622 851224

15th October 2009

David Cantlon
Aquafix Plumbing

Dear Dave

As you know, I am a big fan of your fabulous bathrooms, but just as important from your customers' point of view is the fantastic service you provide.

When one of our pipes sprang a leak not long ago (needless to say, not one that you installed) and I telephoned in a panic, you arrived within 40 minutes and everything was back to normal within the hour. To say we were impressed would be an understatement.

Very many thanks for responding so quickly to what, for you, was a fairly insignificant job, but which could have caused us a serious problem.

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'Alice Spink'. The signature is fluid and cursive, with a large initial 'A'.

Alice Spink