



Will Makers

Willmakers of Maidstone Ltd

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Ian Tomsett
Pat Heard Garage Services Ltd
Highland Garage
Detling Hill
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28 June 2010

Dear Ian

It is apparent to me that Pat Heard Garage Services have high standards. How?

When our family Toyota Yaris needed a repair it took longer than expected because they decided that the part supplied by Toyota was not up to standard. Logic says that if the repair had been done at the local Toyota dealer the part that Pat Heard rejected would have been installed on the car. Pat Heard also picked up the additional expense caused by the delay so all praise to that garage

Also this month my daughter's Ford Fiesta broke down late on a Sunday night and the RAC were involved in bringing her and the car home. I telephoned Pat heard Garage services at 0805 on Monday morning and stated that the RAC said that the alternator had packed up. Could Pat Heard deal with the matter promptly as my daughter needed to be at London City airport by 0700 on Wednesday for a flight to Germany for a job interview. I could not take her as I was using the family car on a course in the Midlands. The Fiesta was collected that Monday afternoon and returned on Tuesday fully repaired and battery charged.

So excellent service for which I am happy to give a testimonial.

Yours sincerely

Monty Knight-Olds ASWW FIPW
Estate Planning Practitioner



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This firm complies with the IPW Code of Practice

