

11<sup>th</sup> August 2018

Dear Mr Stannah

We recently purchased one of your stair-lifts but didn't receive a customer satisfaction form when the installation was completed, however, we wanted to thank all those concerned for a fantastic job.

From the very beginning of our enquires, we have had nothing but first class service from your staff, in particular, Shane, who was courteous and fastidious in his visit to our property, it's over 400 years old but he assured us the installation would be no problem and one month on from that installation we are delighted, its transformed my ability to reach upstairs and we could not be happier.

We thank you and your team again for a truly excellent service, in an age where customer service don't always come first, it has been a pleasure to deal with a company and the individuals that make up that company who clearly care, thank you.

Yours sincerely

