

From: Mike Kitson [<mailto:michael.kitson@btconnect.com>]

Sent: 29 October 2010 09:16

To: Enquiries

Subject: Attn Simon Cowen

Good morning

May I take this opportunity to express my sincere thanks, Simon for you prompt and efficient handling of the problem I had with the damaged delivery caused by the haulier.

It is quite refreshing to deal with a company who take their good reputation seriously and I will be happy to recommend Granmore to anyone looking for similar products.

Thank you

Kind regards

Mike Kitson (A happy customer!)