

Dear Payne Windows

Please find enclosed our cheque for £6,000 as remaining payment on our conservatory less a small amount withheld until all work is fully completed, as agreed in our telephone conversation earlier in the week.

We would like to take this opportunity to say how pleased we are with the conservatory. When we came home on the day that all external fitting was completed we were immediately struck by the quality of the finish and the neat and tidy condition of the site. As you know, ours is a difficult site for building work and we would like to express our appreciation to everyone involved, particularly the fitters who have done a high quality and professional job. Please pass on our thanks for a job well done.

Thanks also to Matthew who has handled the whole process from start to finish in a helpful, courteous and professional way.

We would be happy to recommend you to anyone looking to have any work done by your company.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Don Pepperell & Teresa Thomas'. The signature is fluid and cursive, with a large, sweeping flourish at the end.

Don Pepperell & Teresa Thomas