

[REDACTED]
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18th March 2009.

Dear Sir

I wrote to your customer service dept in early Dec 2008, our Triton shower had stopped working after only 14 months. 'NO Reply' I realised why when the letter was finally returned, 'Wrong Address' I thankfully found the right one & sent another letter on Tue 3rd March 09 I was very pleased to get a phone call from Mr Alan Lord on Thu 5th March, he said he would have one of the girls call me tomorrow to arrange for an Engineer to call. 'This done' Roy the engineer called today (on time) and repaired our shower. Great! he was

a very polite and nice man.

I have been very impressed with
all of the people who have dealt
with this matter. My thanks to them all

Yours faithfully

