

Gary Belgium
Warmworld
8 Hanham Business Park
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15 December 2007

Letter of Appreciation

Dear Mr Belgium

I wanted to write to thank you very much for your recent assistance in getting to the bottom of the problems with my Warmworld Intelligent Heating System. As I'm sure you realise, being without heating at this time of year is not something anybody wants to deal with and getting hold of a decent engineer is fraught with difficulties.

I found the service I received from Warmworld to be exemplary, with repaired/replacement parts being sent out efficiently and without fuss. In particular I was impressed by your first-hand high quality technical support provided by phone, something which has become so sadly rare in the world today.

I'm very pleased to say that since our conversation on Monday my system has been working well so do keep up the good work!

With thanks again,

Oliver Vicars-Harris