



Retroflo
Unit 1B
South Hetton Industrial Estate
County Durham
DH6 2UZ

January 2014

Dear Andy,

I feel I must write and thank your company Retroflo for the excellent care and attention to customer service you and your staff provided me recently.

I ordered an electric vehicle home charger unit from you and was amazed at the product and attention to detail your company provided.

Firstly you came out and surveyed my electrics and ensured that the unit could be accommodated easily within my garage, then a few weeks later your engineer arrived with the unit and fitted it. He cleaned as he went and on finishing spent time to explain to me how to use it and switch on /off to save power when not in use.

I have since shown all my neighbours and some have placed orders with you and spreading the word about your excellent product and exceptional customer service.

Keep up the good work, I would and do recommend Retroflo to everyone.

Yours Sincerely,

A handwritten signature in black ink that reads "John Knowles". The signature is written in a cursive style with a long horizontal flourish extending to the right.

John Knowles
Owner / Director
JAK Publications Limited.



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JAK Publications: Unit 4, Turn Park, Station Road, Chester-le-street, County Durham, DH3 3DY 0191 3882698
Email: info@jakpublications.co.uk

JAK Print&Design: 136 North Road, Darlington, DL1 2EJ 01325 281 210
Email: print@jakpublications.co.uk