

Mr G Strickland
8 Abbots Walk
Windsor
SL4 4EA

18th March 2010

Dear Gary,

Testimonial to Gary Strickland of G Strickland Flooring

About a week before Christmas I was sitting in the living room watching the telly, when my wife walks in and asks if I have spilt something on the floor. She was wearing socks, and realized she was standing on a wet carpet. When I assured her that I take great care not to spill my beer, it became apparent that the whole carpet was soaking wet, a fact that I hadn't appreciated as I was wearing slippers.

On moving the settee, we discovered that water was pouring out of the radiator and presumably had been for some time. By turning off the valves at the top and bottom of the radiator, we were able to isolate the leak while we arranged for a plumber.

This left the soaking wet carpet to be dealt with. Using a de-humidifier we were able to dry out the carpet and floor, but by that stage the carpet had black streaks from the radiator water, and had dried to resemble a relief map of the Himalayas.

Gary was called in just before Christmas with his sample books, and we choose a new hardwearing carpet of a colour that would match the furniture. A quote from Gary was sent to the insurance company together with a description and some pictures of the damage. The insurance company agreed to settle the bill, and the carpet was ordered.

Gary turned up with the carpet on Tuesday, and by lunchtime the new carpet was fitted, and the old carpet sent to the Great Carpet Warehouse in the sky.

My wife Kaye was delighted, and I would like to than Gary for helping me get into her good books.

Thank you Gary.

A handwritten signature in blue ink that reads 'Malcolm'.

Malcolm Kinross