

20 November 2008

Dear Mr Carter,

As you will be aware we were recently moved by your company from our old address [redacted] to our new home, here in Herefordshire. I am writing to thank you, and all your team, for everything that you did to ensure that this move was such a success.

From start to finish my wife, Miranda, and I were impressed with the efficiency, professionalism and good humour of your employees. At every stage we were confident that they had a firm understanding of our requirements and your communications to us, and within your firm, were clear, accurate and timely.

The initial assessment (which in our experience is key to success) was particularly well done and set the tone for the whole process. Your quote was highly competitive and we were impressed with the way that small detail and special requirements were noted and taken into account. Access to both properties was a challenge and this was properly evaluated and addressed.

The team that moved us were an exceptional bunch. Dean Jones, Rod Taylor-Griffiths and George Fieldhouse were hard working, conscientious and really cared that all went smoothly. Great ambassadors for your firm, as ex military, I would be proud to have people of that quality on any team that I led.

These comments are made in the context of this being our 31st move in 33 years of marriage. I have no hesitation stating that the performance, and value for money, of Armishaws was easily the best that we have experienced and can recommend your services unreservedly to any prospective customer.

Hopefully this is our last move for many years and it has been a great way to finish our nomadic military lifestyle. We are so glad that we chose you and thank you for making this final move such a pleasant and painless experience.

With very best wishes for the future and I trust that this recession does not hit you too badly - you deserve to flourish! [redacted]