



To Secretary

Please find enclosed the first quote I had for my roof insulation & needless to say I was really taken back when I read it. I will add the salesman gave a bit of a wrong impression to my wife & also the young lady next door with his comments & wanting cups of coffee.

I got another quote & they said they would do my house for \$1,600 & I would not have to pay any extra. You can see their quote was for \$2,550 & I was to pay \$950.

I rang the company to inform them I did not want them to do the work. The man I spoke to got very offensive with me, telling me how good his product was & he was ready to install at my house in a few days time. After some heated discussion I drew his bluff & said that I had had legal advice & as his firm was only a quote & as I had another quote I was doing the right thing informing him that the other quote was to get the job.

P.S. God only knows how many other people that he has overcharged.

The company [REDACTED] that done my job, I would have no hesitation in reckoning them. Their workshop, cleaning & brushing up after the job was of a high standard.

There has been talk of other bad deals in the area but this was my experience.

R Royon