

14th December 2007

Mr P Kitching
www.sashwindowspecialist.co.uk ltd
Unit 5 Bramley Hedge Farm
Redhill Road
Cobham
Surrey
KT11 1EQ

Dear Mr Kitching

INSTALLATION MERIT AWARD

I have pleasure in informing you that after our recent Installation Quality Survey your company has obtained a 99% customer satisfaction level.

I would like to take this opportunity of congratulating you and your staff for achieving this rating and confirm that IWA will continue to promote your company via our customers' helpline with confidence, relaying this high achievement percentage.

I have enclosed an Installation Merit Award for your use and suggest you may like to frame this and put it on display in your office or showroom.

If I can be of any further assistance please do not hesitate to contact me.

Yours sincerely



PP Sarah Dix
Partner

Enc.



INDEPENDENT WARRANTY

CUSTOMER CARE MERIT AWARD

This is to Certify

that following our recent installation quality survey

WWW.SASHWINDOWSPECIALIST.CO.UK LTD

obtained a 99 % customer satisfaction rating.

*This high percentage figure entitles the above company to display
this certificate of merit for twelve months from the date shown.*

*It demonstrates that the company is meeting the high quality
standards set by the Independent Warranty Association.*

Awarded on this day 14th December 2007

Authorised by *ceomou*

This Award Certificate is the property of Independent Warranty Association and must be returned to the secretary
when requested on the instruction of Independent Warranty Association

INDEPENDENT WARRANTY
Spring House, 51 Spring Gardens, Northampton, NN1 1LX