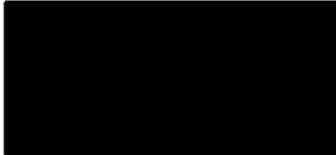


27 September 2021



Dear [REDACTED]

Further to the correspondence between ourselves, I have confirmed that I shall refund the cost of £12,650 including VAT in full for the sash windows which we installed. You may however, wish to consider that as this product is evidently of a very high standard, retaining the windows at a substantially reduced cost, this would also avoid the inconvenience and nuisance of a further installation. I would be happy to consider a discount of £4,000.

Should this not be something you would consider and still wish to proceed as previously outlined, we will arrange to collect our windows from site. I am sure that Kew Windows will enter into the spirit of this arrangement and carefully lay to one side in a safe and secure environment our windows.

The Victorian Sliders Windows were given 'sash window of the year award' nationally last year so the suggestion that we installed poor quality windows is evidently incorrect. They are in every way comparable to the Rose View windows.

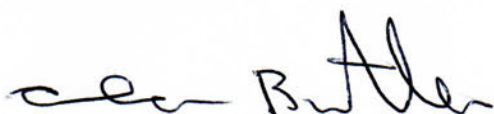
### **VICTORIAN SLIDERS IN THE RUNNING FOR THIRD NATIONAL FENESTRATION AWARD**

*Victorian Sliders has been named a finalist in the vertical sliding window company category at the 2021 National Fenestration Awards – a prize we've won for the last two years in a row. We have also been nominated in the fabricator/manufacturer category again.*

The cost of the repairs that Dennis undertook on the surrounds to the sash windows is in dispute. It is self-evident that he was working on behalf of Ultralux when he goes to sight even wearing Ultralux branded clothing. We would normally charge out for Dennis, materials and travel with a mark up when he is undertaking reworks for us. I am sorry that there was a misunderstanding about the costs involved. In the circumstances we will accept your offer of £1602.60 including VAT.

Do let me know how you wish to proceed in order that this matter may be mutually resolved.

Yours sincerely

A handwritten signature in black ink, appearing to read 'AD Butler'. The signature is fluid and cursive, with the first part being a stylized 'AD' and the second part being 'Butler'.

AD Butler  
ULTRALUX WINDOW SYSTEMS LTD

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