



22nd June 2021

Alan Butler,
Ultralux Window Systems Ltd
84 High Street,
Whitton,
TW2 7LS

Dear Mr Butler

Many thanks for your letter and invoice ULT.0683, received today. Before I deal with this, there is another outstanding problem which needs resolving.

On 19 January 2021, after we had spoken on the telephone and the day before your initial visit, you emailed me links to brochures for two choices of sash windows – Roseview's Rose Collection in PVCu and Authentic Timber Windows (email enclosed).

As we were leaning more towards PVCu sash windows, and Roseview Windows is an established brand name with an excellent reputation, I was keen to go with them, especially as you then recommended their Charisma Rose windows so highly, many times throughout our initial meeting. I contacted Roseview a few days after your visit to check their approved retailers and, when Ultralux was not mentioned, I asked if your company was known to them. I received the response 'No, I'm not sure I recognise the name of that company, but any window company can come through to us directly'. When the plastic lock and key broke on one of the retainers two weeks ago, I got in touch with Roseview again to report the situation and ask how it could be resolved. After sending many exterior and interior pictures of the sliding sash windows that Ultralux installed in our property, I was told by one staff member 'The only plastic component used in Roseview windows is a removable cover for the locks, to prevent dust and dirt getting inside them', before being told by Richard Burrells, the Managing Director, 'I can categorically confirm that the windows shown in the images you sent are not our products'.

I refer you to my email of 23 February 2021 at 15.24 and your response at 15.50 (both enclosed), in which I clearly stated that I would be prepared to offer my business to Ultralux Window Systems Ltd – despite your quote being substantially higher than those of two of your competitors – on the strict proviso that the windows and doors stated in the email (in this case Charisma Rose and Platinum NRG) were provided. The response was 'All details you list are correct', so I went ahead with the order. However, nothing was said about the

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two window brands again and, while the Platinum NRG windows were installed, as per order, the sash windows were not the Charisma Rose brand or specification, as clearly stipulated.

At no point in the proceedings were any changes to the sliding sash window hardware requested, advised or agreed, as per your terms and conditions. Having seen no paperwork for the sash windows that were installed at [REDACTED] between 11 and 17 May 2021 – including the guarantee and receipt upon payment of invoice ULT.0623 (made, in full, on 25 May 2021) as stated in your letter of 1 May 2021, or a FENSA certificate – I am assuming that these are cheaper, generic windows, with no WER energy rating, security or fire retardant. Indeed, we have been living in a potential fire hazard for over two weeks, as the ever open and unlockable restrainer prevented the sash from opening fully. Keith concurred the poor quality of the restrainer locks and keys, during his visit this morning. Having only used the restrainer twice in the three and a half weeks since it was installed, before the plastic broke, it is clear that they are not of merchandisable quality and, indeed, makes me question the quality and safety of the sash windows' other components.

All I want are the Charisma Rose sash windows in my home, as offered, ordered and paid for (at a substantially higher price than that quoted by your competitors). Having chosen Ultralux for being a 'Local Business You Can Trust', I trust that we can settle this matter amicably, without the need for further action. Rest assured, as soon as everything has been rectified to our satisfaction, I will look at invoice ULT.0683.

I look forward to hearing from you.

Yours sincerely

[REDACTED]

Encs.