

13 August 2021

Dear [REDACTED]

I am extremely sorry to receive your letters of complaints and I shall do my utmost to rectify the valid points raised.

On checking our records, the wrong windows were unfortunately ordered and fitted, for which I sincerely apologise. You stipulated Charisma by Rose View and we have supplied Victorian Sliders. However good this product is, it is not that which you ordered and have paid for.

With regard to the patio doors, which should of course, run smoothly and not be a force of effort to move them. I have checked with the manufacturer, and they say the patio door lock is an upgrade to the shoot bolt system. They advise that they are able to do this without reference to us. However, I have suggested that they should update their web site accordingly. The main issue I think is that it stutters instead of gliding smoothly so I can have this looked at in the first instance.

My main concern is resolving the outstanding windows issue, so you are completely satisfied with the outcome.

I believe there are two options, either we can order Roseview Windows through our usual supplier, as per your original request and refit them for you at our expense. Having spoken with them today the lead time is currently 8 to 10 weeks but this delivery date is not guaranteed.

Secondly, we can agree a suitable discount to retain the present windows and resolve the issues with the travel restrictors. Our service engineer Keith has already ordered, and we are in receipt of, replacements for you which can be fitted.

Having spoken with Victorian Sliders I can confirm that the windows are A rated as standard with a high-performance locking system which is improved with the travel restrictors. I understand that you have had some issues with the travel restrictors, but this of course can be rectified.

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Victorian Sliders windows are fitted with toughed glass as standard unlike Roseview. With regard to your point regarding the quality of the windows fitted, they are in fact not a generic brand but are of extreme high quality and are highly regarded in the industry and are stipulated widely throughout the country and have a large share of the uPVC sash window market. No uPVC window either sash or casement are fire rated, uPVC melts but does not burn and is not considered to be a fire retardant.

To confirm, the guarantee was sent to you by post on the 22 June, but I can arrange a duplicate if required.

With regard to the extra work. It is perfectly true to say that the concrete surrounds to your windows were in a poor state and much worse than either of us had realised, and to complete the work satisfactorily we had to undertake a lot of making good, however I think that at this stage it is important to resolve the windows issue first.

Please accept my sincere apologies for the obvious immeasurable inconvenience and distress caused and I shall do all that I can to ensure that some faith may be restored.

I have taken on board your comments regarding my manner at times and again I apologise.

Please let me know your preference so I can make the relevant arrangements and in time hopefully you will reconsider your opinions and that you did make the right choice in Ultralux Window Systems.

Yours sincerely



A.D. Butler

**ULTRALUX WINDOW SYSTEMS LTD**

**E & O.E**