

**From:** Ultralux Windows  
**Sent:** Thursday, January 21, 2021 12:31 PM  
**To:** [REDACTED]  
**Subject:** Re: Beautiful new Ultralux windows for your home

Dear [REDACTED]

I am sorry to hear of your loss. I lost my mother three years ago and still find it difficult.

Best wishes

Alan

**From:** [REDACTED]  
**Sent:** Tuesday, February 16, 2021 11:20 AM  
**To:** Ultralux Windows  
**Subject:** Re: Beautiful new Ultralux windows for your home

Dear Alan

Thank you for your email, with the quotes and other clarification, which was greatly appreciated.

We really enjoyed meeting you and were very impressed with your knowledge and experience. However, another company has given us a quote for the same sash windows and comparable models of the other windows/doors, which is substantially lower than yours. I appreciate that you get what you pay for, and, were we having this conversation over a year ago, we would have been far more likely to have opted to spend the extra money and brought our business to Ultralux. That said, of course, times have unfortunately changed. [REDACTED] both work as freelancers, in an industry that came to a halt at the start of the Pandemic and has not been allowed to operate in over 11 months, with no hope of restarting anytime soon. Therefore, as I'm sure you can appreciate, we are having to be far more careful at the moment, with both our incomes decimated over the last year and no light at the end of the tunnel.

While we would love to put the business your way, it sadly looks like we will have to go with the other company, when probate is granted. Thank you so much for all your help and swift responses, though, which have been appreciated.

Best wishes

On 16/02/2021 15:19, Ultralux Windows wrote:  
Hi

Are you having the windows fitted to the existing frames because if you are it is a mistake. You need to ensure the box frames are removed.

Free advice

Best wishes

Alan