



2/2/2015

Ref: ES1910AR

Dear Mr Saunders,

I find myself having to write to you a third time, as even now after *15 months*, I have yet to see any completed windows from your company.

Although I have been told they may arrive 'soon'.

I have discovered, indirectly, that my request from *this time last year* of 'a full set of windows for 50% of the original offer price' is to result in the remaining windows for my house (the second 50%) to be offered 'at cost'.

However, Richard Lawrence has been quite adamant, that for the original order, the 'best offer' he is willing to make is 'completion of the order and refunding my deposit'.

This is NOT acceptable.

It makes no sense to me, as surely the order that has taken longer should be offered for a greater discount than that?

Especially by the supposed "**National** Customer Relations Manager".

After all, *the production issues have been all the fault of Everest yourselves*+ Having had to deal with this for OVER A YEAR has been for me, quite frankly, HELL.

I do believe you can do better.

Please find me someone **other than** Richard Lawrence who is willing to make me a better offer for the original order.

In fact, as it took two letters to you (that you then passed to Richard Lawrence) for Everest to even *accept* that yes there was a problem, in my opinion, he IS part of the problem.

Mr Lawrence did once let it slip that 'Max Walker' would be the person who could authorise a better offer, yet has neglected for some reason to follow this through.

If I understand correctly, Mr Walker is the superior of Mr Lawrence?..

I wish to deal with someone who can be more apologetic with an offer of compensation, above that of what appears to me to be the obviously token gesture of 'only refunding my deposit'.

Meaning: the original order ALSO 'at cost' or 50% of retail price - whichever is better for me.

To anyone with whom I have spoken about this, *other than Mr Lawrence*, this seems fair.

The recently unearthed fact that the original finance agreement expired 11 months ago(!) would also suggest now is a good time for this to happen.

Make me a better offer or find me someone who can.

I have also contacted the "Glass & Glazing Federation" for their help, as apparently Everest is one of their members.

I await your *personal* response.

Regards,
Sean Meacher

