



Everest House
Sopers Road
Cuffley, Potters Bar
Hertfordshire EN6 4SG

telephone: 01707 875700
facsimile: 01707 875621

website: www.everest.co.uk

4th February 2015

Purchase Agreement Number: ES1910AR

Dear Mr Meacher

Thank you for your recent letter to our CEO Roy Saunders. I am extremely sorry that you have felt the need to write in to Mr Saunders who has asked me in my capacity as Head of Service to respond to you in relation to the points you have raised in your letter.

I am aware of your case as it has been reviewed weekly by me and Mr Lawrence. The protracted nature of your installation, and the fact that you have previously written to our CEO ensures that regular updates are received by all parties. I was under the impression that good progress was being made but there are clearly some matters that need further attention.

With regards to the products, it is my understanding that they are now at our London North branch and are being quality checked and photographed this week. Once we are satisfied all is correct, we will send these photographs to you for your approval. The offer for you to visit Mr Lees at the branch to look over the units is still open to you should you wish to do so.

It is regrettable that the finance you originally signed has now expired. This is a regulatory ruling by our lending partner Barclay's and not something we have any control over. A new finance agreement does need to be completed for this contract as soon as possible to ensure the installation of your products is not delayed further. It will not be possible to have one finance agreement encompassing the new unsigned contract as they are both deemed to be separate contracts. The new agreement will however be interest bearing but without the benefit of the cashback promotion as we no longer offer this feature.

I am aware that this may leave you feeling that you are not now going to benefit from the cashback after the six month period and to ensure this is not the case I have instructed our sales team to ensure that when the new contract is signed that the amount you would have received is given as a further deduction from the gross amount. I understand this will be around £2000.

Regarding the discounts, I have reviewed the current offer made by Mr Lawrence of the deposit amount of £2082 which amounts to 10% of the contract value. Whilst I am



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extremely sorry for all of the issues that you have endured to this point I cannot agree to your request for the full set of windows at 50% discount. The offer made to you is I believe a fair and reasonable and with the further discounts that will be made available to you on the new contract once it is signed I do feel that this should go some way to apologise for the issues that you have had. I will also ensure that the guarantee packs are all restarted from the date the installation completes to ensure that you get the maximum benefit of these.

I note that you have written to the Glass and Glazing Federation and will await their file. I would add that they will not involve themselves in matters of compensation or contractual discounts.

I do hope that this clarifies our position; we have no other wish than to ensure that your products are installed to your satisfaction and that the end result is pleasing to you. If I can be of further assistance please do not hesitate to contact me.

Assuring you of our best Intentions

Yours sincerely

A handwritten signature in black ink, appearing to read "Ralph Yarwood-Smith", written over a horizontal line.

Ralph Yarwood-Smith
Head of Service Delivery
Everest Home Improvements