



25th March 2015

Ref: ES1910AR

Dear Mr Saunders,

By this time, I would hope that you're aware of the pictures your staff sent me on 22nd January 2015.

These show quite clearly a number of units STILL with the incorrect leading design. This is after me sending your company to-scale drawings for each size of panel over a year ago,

This leaves me with no faith or confidence in the ability of your company or staff to provide acceptable products within a reasonable time.

Therefore, consider this order canceled, by Everest's failure to properly complete its obligations under the contract, with NO further charges to myself and refunding my deposit as soon as possible.

Please confirm this within two weeks of receiving this letter.

I have also consulted with the "Which:Legal" service who have advised me on this resolution.

When I signed up with your company in August 2013 I had intended by this time to have a full set of new windows, as well as a new kitchen and bathroom.

Here I am, over 18 months later, with none of those.

That wasted time is not something I can get back and I doubt you can compensate me for that.

What I'm left with, after a year and a half, is an appalling experience of your company, where every 'effort' your staff have made has really just dragged out this farce and wasted my time.

While I don't really expect a personal apology, I would appreciate at least a personal acknowledgment of this letter.

Sincerely,
Sean Meacher

