



Sambrook House

Residential Care Home

Sambrook
Newport
Shropshire
TF10 8AL

Tel: 01952 550210
Fax: 01952 550690

E-Mail: office@sambrookhouse.co.uk
Website: www.sambrookhouse.co.uk

Tuesday, 30 December 2008

Mr Marc Daniels
Sales Director
OPL Limited
Unit 3
Trojan Business Centre
Cobbold Road
London
NW10 9ST

Dear Marc

Re: Purchase and installation of Industrial Laundry Equipment

Following on from our telephone conversation, I would like to formally thank you and your engineers for the work you have done in assessing and providing a fantastic laundry solution for us at Sambrook House Residential Care Home.

I very much appreciate the time and trouble you took in the beginning explaining to me the different options available and the advice which lead us to the most appropriate solution in terms of washing machine and tumble drier. And then I would also like to express my thanks to your installation Manager who worked with us on site to confirm the best orientation and positioning of the machines and also who dealt with onsite supply issues.

The installation team were very slick and tidy. They arrived at 8:00am and had finished and tidied up by 2:00pm after giving us a brief but thorough demonstration.

All in all the experience for us has been a very organised and simple with everything happening according to plan and the best thing is that the machines are fabulous and saving us a great deal of time! All that remains now is for us to sort out some sort of long term maintenance contract for the two machines.

Please feel free to use this letter as a customer endorsement of your company, we were delighted with the service that you gave.

Yours sincerely

Neil Robson
Director

----- Sambrook Care Limited [Co. Reg. No. 5296814] -----

Proprietor - N.W.ROBSON

Care Manager: Mrs G. BURROUGHS