

13 Clabon Road  
Norwich  
NR3 4HF

Tel: 01603 301392  
07986 293765

20<sup>th</sup> April, 2009

Mr. Martin Ward  
Director  
Nexus Conservatory and Window Company Limited  
Unit H3 Abbey Farm Commercial Park  
Horsham St. Faith  
Norwich NR10 3JU

Dear Martin,

**Installation of windows at 13 Clabon Road, Norwich**

I just had to write to you at the first opportunity to thank Nexus so much for fitting such fabulous windows for us. We just can't believe what a difference they have made!

Throughout we have been impressed with the professionalism, speed and efficiency shown, not forgetting competitive price! All of our original wishes concerning the specification were noted and carried out exactly as we had asked. The prospect of having stained glass replicated was a daunting one but you, Gina and also Neil and Anna from Unit Art Glass put us at ease immediately, producing excellent samples and giving useful suggestions and help throughout.

Finally, fitters Colin and Keith were the best! I was amazed at just how smoothly the window fitting went as I am sure that such a critical job as taking out huge bays and then re-fitting is no easy task. Everything was left spick and span inside and out and they even vacuumed up afterwards which we didn't expect them to do. I can't stop admiring the windows now as they have made such a massive difference to the house.

Thank you once again for completing the job in such a short space of time – true team work! Obviously we will have no hesitation at all in recommending Nexus to our friends and colleagues.

With very best wishes.

*Elizabeth Davison*

Elizabeth and Jeff Davison