

20/4/2011

Mr, Chris Dunley,
Phoenix Renewable Technologies Ltd.,
Unit 10, Decade Close,
High Carr Business Park,
Newcastle-Under-Lyne,
Staffs.
ST5 7UH

Dear Chris,

I have never previously felt moved to write an unsolicited testimonial to a company but in this case I make an exception. It is a sad fact that few organisations meet the high standards that should be expected so it is a pleasure to find one which does.

Following my enquiry about the installation of a Solar PV system at my house I commend Phoenix for the following:

Sales Approach – When you visited our meeting was both friendly and business-like. No “pressure” techniques were used and you gave a clear explanation of your offer. Following that meeting you responded quickly to my queries. The quote you provided was very competitive (admittedly from a small number of other companies I had contacted) and yet you offered higher specification panels than the others.

Installation – The scaffold and installation crews were courteous and tidy. The nature of my roof and its exposed position meant that considerable extra work was needed to ensure a satisfactory installation and I was impressed by the fact that this was undertaken without complaint and at no extra cost.

Electrical & Commissioning – your electrician did a very neat job and, in his words, treated my house as if it was his own.

All-in-all an excellent experience.

I should add that I have no connection with the company or any of its personnel, and I am quite happy for you to use this testimonial with other prospective clients if you wish, and I would also be happy to talk to any of them should this be appropriate. After all it is in all our interests that good companies succeed!

Yours sincerely,

Richard Hinckley