

Wednesday 14 July 2010

Dear Stuart

Ref: Mon Petit

Following the delivery and handover of our new boat last week please accept this letter on behalf of Sarah and me as appreciation for the excellent service received from Drayton Boats.

From the moment we agreed the sale to the actual handover you have been most professional in your dealings with us. With the both of us being new to boating it concerned us a great deal of how we were to get the boat from Crick to Tewkesbury Marina. Despite the logistical nightmare I must say that you performed way above what I expected, and this is something that both Sarah and I are most grateful for. Your regular telephone calls and e-mails keeping us abreast of the developments were most appreciated. Even despite the problems with the transport breaking down at the last moment you ensured that alternative arrangements were put into place to make the delivery on time.

On the handover day you and your team took us both through a comprehensive briefing of the boat and time was of no problem to you.

Since the handover the boat has lived up to our expectations. The build quality and fit out is excellent, and coupled with the smooth handling of the boat I envisage many years of happy steaming. It certainly lives up to the rave reviews it received in the recent edition of the Waterways World magazine.

If in the future, we decide to move on to a larger boat, I will not hesitate to contact Drayton Boats first. Additionally, I would recommend you and your company to anyone interested in purchasing a narrow boat. A first class organisation.

On closing may I wish you and your colleagues every success for the future and look forward to seeing more of your narrow boats on the water.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robert and Sarah', written in a cursive style.

Robert and Sarah