

SAMUEL NEAL KITCHENS

26 Wellowgate, Grimsby, DN32 0RA T: 01472 359026
E: sam@samuelnealkitchens.co.uk W: www.samuelnealkitchens.co.uk

Great Coates Motors Ltd.
Alan McCartney
Estate Road No. 5
South Humberside Ind. Estate
Grimsby
N.E. Lincolnshire
DN31 2TG

Great Coates Motors

Dear Alan McCartney

I would just like to take this opportunity to thank you for the recent repairs to one of my parent's vehicles. The fuel system light on the vehicle in question had lit up and the vehicle was taken to a local garage in our village which my parents had used for over 20 years. The problem was explained and they assured it would be looked at shortly. A week passed before I received a call stating that as it was still under warranty there was no point in them looking at it and asked if I could come collect it.

I made a call the next morning to Allan and explained the problem to him, the same morning someone had come to collect the keys from my showroom in Grimsby, then collected the vehicle from my parents address, assessed the fault, called me to discuss the repairs required, repaired the fault and then returned the vehicle to my parents address.

All this was undertaken knowing that the vehicle was under manufacturer's warranty and that they may not have ended up doing any work on the vehicle other than driving it between the local main dealers' garage and my parents address.

I cannot express how fantastic your customer service is, and as always would happily recommend you to my family, friends and business associates.

Kind Regards



Sam Neal

M. J. Neal Ltd T/A Samuel Neal Kitchens
Company Registration No. 3248028
V.A.T. Registration No. 679 1213 21