Astral Security Windows Limited 8 Glen Gardens

Wandle Technology Park Croydon

Mill Green Road CR0 4BQ

Mitcham Junction

Surrey

CR4 4HZ

3RD May 2013

Re: Contract No. 62751 63101 63102

Dear Mr O’Neill,

I acknowledge receipt of you letter of the 30th April.

I have to advise that we did not receive a letter from yourselves after the meeting we had on the 6th February.

Therefore the content of my letter of the 27th March are indicating the current issues we have with the products fitted against the above contracts. Some of these issues have risen since the products have been installed and others have been on going since the items were installed. You seem very reluctant or are unable to resolve the problem with the patio sliding doors, as this is one of the on going issues and is why this has carried on so long. Even the third set fitted have not been draught free since they were installed, I have even asked on several occasions for somebody to visit the site when the weather has been cold enough for you to notice the problem, and an excuse has been made on every occasion.

The patio is an issue for us, when your fitters arrived on site the patio had been down approximately six weeks, as soon as the damage was noticed you were advised, It was not until sometime after that you decided that you would replace them. During this time the suppliers had obviously been restocked and the replacement slabs were a different shade. We would not mind a slight discolour but they are a totally different shade and are not acceptable, and the only way to deal with this problem if for all the slabs to be replaced. I’m sure that you would not accept anything different if it was your property.

With regards to outstanding balance what id outstanding by my records is £2150.00, this is explained how I came to this total in my letter of the 27th March.

And with regards to breach of contract as far as we are concerned not one the contract has been completed to a satisfactory standard that would warrant us settling our final bill, and we are discovering more problems of poor fitting, eg. The hit and miss vents and vent locks, see letter of the 27th March with all these issues.

I make this proposal to you to bring this to a head and save additional costs on arbitration.

I will pay you £1000 pounds in full and final settlement, to be paid as follows, £500 up front and a further £500 to be paid once remedial works listed in my letter of the 27th March have been carried out to our satisfaction, the patio doors would need to be draught free.

If you approve of this proposal please confirm this is writing by the 21st May and I will forward you the first down payment.

Regards

Les Algar