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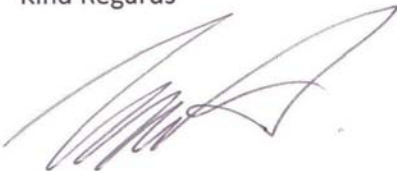
Dear Dave,

I am writing to say how delighted my wife and I were with the service we received recently.

Following a rather panicked call from my wife on Friday telling me that our kitchen tap had broken I made one call, to you. Amazingly you were able to come to our rescue within an hour and a half. As promised you were there when you said you would be and duly replaced our tap with no fuss or hassle what-so-ever. I can't tell you how relieved we both were as the prospect of a house with no water over a weekend did not bear thinking about.

The service we received was nothing short of fantastic and I would not hesitate to recommend you to anyone looking for a plumber that you can trust. In fact on telling my parents they were so impressed that they are already compiling a list of work for you!

Kind Regards

A handwritten signature in black ink, appearing to read 'Tim Waters', with a large, sweeping flourish at the end.

Tim Waters