

Mr Kennedy

15 Westhill Crescent
Aberdeen
AB32 6AA

4th November 2021

Dear Mr Kennedy,

Further to our telephone conversation today please again accept our sincerest apologies over the poor service you have received from our company following your order Ref 3760 placed in April 2021.

I wish to confirm that I have authorised a further refund as a goodwill gesture to compensate you for the inconvenience our service problems caused. The remaining balance due is therefore £400 inc vat as agreed today on the phone.

You expressed your wish to pay this balance by direct bank transfer. The details are:

The Royal Bank of Scotland
2 Pitt Terrace
Stirling
FK8 2EX

Account Name Baileys Blinds Ltd

Sort Code 83-27-09

Account Number 00705957

Yours sincerely,



Stuart Davidson

Group Operations Director