

Mr. Neil Hewett
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Mr Stephen J. LEES
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Mob: [REDACTED]

06 January 2024

Dear Neil,

The rearranged replacement part I ordered arrived this afternoon, thank you.

It was unfortunate that the initial part that arrived was not exactly as I thought it would be, but I do think that I can place most of the fault for that entirely on myself. I do not consider that Norwich Prestige Car Parts was in any way to blame for this minor error.

The second part is exactly what I wanted and I cannot fault its quality, it is superb in every respect and from its markings, is a genuine Jaguar part as specified in your advertisement.

Your delivery was outstanding, insomuch as it took only forty eight hours for placing my order to me receiving it. I was especially impressed with the amount of care with which it was packaged, so as to ensure that it arrived completely undamaged and intact.

When we spoke during my phone call to you on Thursday last, I found you to be an incredibly open and what to me seemed, honest person regarding the availability of the item I required. As far as your companies' customer service is concerned, it is my opinion that I do not ever recall being treated in such an excellent manner during my 50 plus years of motoring. I truly believe that the word, 'Impeccable', is the only way I can describe it.

It is so refreshing to speak to someone that has the basic courtesy to Listen, Understand, and take the trouble to actually complete what they say they are going to do, and locate the part in question. Your companies' customer is, I believe Neil, the best I have ever experienced. If asked to grade it, I would have no hesitation in giving Norfolk Prestige Part an unequivocal 'Fifteen out of Ten' Magnificent work, do please keep it up.

Should you wish to scan this letter and post on your website as a testimonial, then I have no qualms about you doing so, but would respectfully request that you withhold my complete address, apart from that, you have my blessings to do so. After all, every word of this is completely true, as an 'old school' person of 72years, I would not write it if it were not so.

My sincerest thanks once again, and my very best wish for 2024 and beyond.

Kindest regards
Stephen J. Lees

