

The Manager

5 November 2008

Dear Customer

Minimum Order Charge

I am writing to advise you that due to rising operational costs, it has now become necessary to introduce a minimum order charge for all small orders received by us.

The charge of £10.00 will take effect on 17th November 2008 and will be applicable to all small orders received on and after that date. Please note this charge does not include post and packaging carrier charges, or VAT.

Thank you for your continued support, and please do not hesitate to contact us if you have any queries in this respect.

Kind regards,

Yours faithfully

A handwritten signature in black ink, appearing to be 'PB' with a stylized flourish extending to the right.

Phil Bates
Director
Climatec Windows Ltd