

Dear Anthony,

It has been some time since we last had contact with you but Wendy and I would like to thank you for the way you changed our lifestyle with the awning you erected last December. It has given us immense pleasure and the outdoor entertainment area that we've dreamed of having.

Although a little late in writing this letter, I would like to highlight for any prospective customer why you and Austek were the right people for the job.

- You were very professional in our initial discussions and returned calls promptly. Other contractors from whom we had sought quotes didn't phone back for several days.
- You provided us with the address of another property in our neighbourhood for an awning you had completed. We did in fact inspect the property and took the liberty to ask the owners for an opinion of you. They gave a glowing report of you and your work which is something that we now share.
- Your quote was very competitive. No you were not the cheapest but cheapest is not always the best.
- Ours was a reasonably large gable awning (6m x 7m). Only you could offer a welded truss which makes our awning so much more pleasing to the eye and functional. There are no ugly cross beams.
- The colourbond sheets were all double sided ensuring our awning is not an eyesore from any aspect. The independent gutter has proven to be a great success, even in the heaviest downpour.
- There was no mess to clean up...you cleaned up absolutely everything.
- Our awning was completed on time in what was your busiest period.

Thanking you once again and wishing you every success for the future.