

NEWS LETTER - NOVEMBER 2007

New Door Lock

In line with our drive to improve the quality of our products and keep ahead of industry standards we have recently replaced our door locking system. We now supply the Paddock Door Lock comprising three hooks and four rollers. This is supplied with a one-piece keep to maintain the integrity of the locking system. The lock is both BBA and Secured By Design approved. This is a considerable improvement over the previous lock and will provide much higher levels of security.

Expanding Our Capacity

Due to consistently high demand for our products throughout the year, we have revised our capacity compared to demand and consequently plan to expand our capacity during 2008. As we already have available floor-space we plan to implement a second production line to cope with the added volume. The additional volume will ensure that we can maintain the high standards of timely delivery expected of our customers.

Ovolo Suite For Casement Windows

As previously advised we introduced the complete Eurocell Ovolo Logik 70mm suite for white casement windows and doors in August. This was an attractive addition to our chamfered range of products. The fully sculptured suite has proved to be a run-away success and demand has remained consistently high. As a result of this we are planning to introduce the Ovolo suite in Rosewood and Golden Oak during 2008.

Delivery Dates

You will be aware that we manufacture frames according to order delivery dates. We are experiencing an increasing number of manufactured frames requiring storage due to initial delivery dates being delayed by some customers. In order to assist order fulfillment all customers are urged to provide accurate delivery dates and to adhere to those dates.

Customer Quality Feedback

Attached is our Customer Quality Feedback form which contributes towards our annual survey of customers' perceptions of our service and performance. We would be grateful if you could complete it and fax it back to us on the Sales Office fax number - 01582 505454.

Electronic Mail

It is an increasingly electronic world and as some of you will know we now have the facility to email confirmations and details to our customers. We do not have many customer email addresses and are trying to build our databases of addresses. We would be grateful if you could attach your email address on the attached form.

We would like to extend the opportunity to all customers to pay directly through the BACS facility. If you would like to take up this opportunity please contact the Accounts Department for bank details.

CHRISTMAS CUT-OFF DATES FOR ORDERS

We are pleased to inform you of the details concerning the service we can offer you over the 2007 Christmas and New Year period.

The last working day of this year for the general sales/processing office will be Friday 21st December 2007.

The following are the cut-off dates for orders before Christmas this year:

For all GLAZED orders: 5pm on Friday 7th December 2007

For all UNGLAZED orders: 5pm on Wednesday 12th December 2007

The last delivery before Christmas will be on Thursday 20th December 2007

The general office will reopen in the New Year on Wednesday 2nd January 2008.

We would like to express our sincere thanks for your much valued custom during 2007. We wish you all a Very Merry Festive Season and a Most Prosperous New Year in 2008.



Feedback Form

Customer Quality

In order to learn from our customers we conduct an annual customer quality survey of satisfaction levels of our products, services and support. I write to ask for your views in respect of our services to you.

We do realise that your time is valuable but we really would appreciate your feedback and your views of Weathershield Windows. Based on your orders received from Weathershield we would be grateful for your opinions and comments on the following areas:

Department	Grading					Comments
	Excellent	Above Average	Average	Below Average	Poor	
Office (telephone, glass, panels, processing etc)						
Product quality						
Transport/ Delivery						
Sales/ Marketing						

Any Other Comments:-

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Email Address

Would you please add your email address here: