

Ref: 349RJW

The Manager

Salter's Of Moorooka

1020 Ipswich Rd

MAROOKA Q 4105

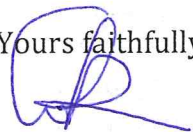
Dear Sir or Madam:

I would like to make the following comments regarding your company, management, staff and the motor vehicle which was recently purchased from you.

- I appreciated having the vehicle advertised online. I discovered it at a site after doing a Google search.
- I appreciated the promptness at which your salesman contacted me to arrange an inspection of the vehicle.
- I was very happy with the presentation of the vehicle and the helpful information on the vehicle's chart and RACQ inspection report.
- The salesman, Dick, was most helpful and answered my questions about the vehicle.
- The test drive was a good experience as well.
- The purchase experience was pleasant and friendly. I appreciated the trust you place in your clients with instant delivery even though I didn't need this at the time.
- The collection of the vehicle a few days later was pleasant and painless.
- I am not sure if the after sales options special interview was really necessary. I am sure the salesman could have talked me through those options just as readily. I did not feel I needed the options.
- Thanks for the lovely bottle of wine and cap on delivery of the vehicle. You made me feel special right throughout the process.
- Before driving the vehicle away a gentleman with a straw hat was very helpful in checking the storage area for the jack which was missing. This was replaced very quickly. And he continued the quality service with providing the extra pieces for the towbar which I will require. This extra touch was just fantastic!

I would recommend your business to all my friends. Your responsiveness to client's needs is just outstanding. I was drawn by your REVS and RACQ checks and these were matched with exceptional service.

Yours faithfully



Mr Colin Torr

38 Yvonne Cr

Mt Warren Park Q 4207.