



Reynolds & Litchfield  
Unit B1 Cinderhill Trading Estate  
Weston Coyney Road  
Longton  
ST3 5LB

7<sup>th</sup> December 2011

Hi Scott,

I just wanted to say thank you for the excellent service provided by Reynolds and Litchfield to the Merlin Group, with special recognition to John Turner, Andrew (Manufacturing Manager) and Shaun (install team) They all went out of their way to assist us in obtaining exactly what we required to complete our project. Not only have your company been very patient with us, you have supported our relentless requests for information and helped in co-ordinating the logistics and delivery to our site at Alton Towers.

Installation was seamless and your team should be congratulated on their approach to Health & Safety, the co-ordination of the lift and the men provided on site to assist them. They are a credit to you and your company.

On behalf of the Merlin Group I look forward to doing business with Reynolds and Litchfield in the future.

Yours faithfully

Eddie Kirkham  
Group Theming Production Manager.

