

From: Kevin Miskella [<mailto:kevinmiskella@carltoncivil.co.uk>]

Sent: 11 April 2016 11:08

To: Lee Warwick <l.warwick@selenvironmental.com>

Cc: Jon Hannan <jonhannan@carltoncivil.co.uk>

Subject: Dolphin Retail Park

Lee,

I just wanted to make contact reference the great help that SEL Environmental have been to us at Dolphin Retail Park at Salisbury recently.

This was a nightmare project in so far as we had a [REDACTED] Tank installed on site by [REDACTED] [REDACTED] which leaked and unfortunately (in spite of interventions by our client who have a nationwide supply agreement with them) we have had a very poor response from [REDACTED] regarding the warranty of the tank. We then found SEL and asked you guys to come along and have a look at the tank, and were very impressed that with someone else's tank to work on, your team went above and beyond to try to redeem the situation regarding the existing tank.

Unfortunately the tank could not be made watertight despite best efforts, and we have had to remove the tank and start again. Although this was our worst case scenario, you again worked with us to keep costs in check, yet providing a tank of better quality, and having seen both companies operate, can see the outstanding professionalism with which your team undertook the work with real care for our needs.

SEL are most definitely our chosen tank supplier going forward and thanks again to you all for helping us on this project.

Regards,

Kevin Miskella

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