



Mr David Learoyd  
Invicta Storage Systems  
7-9 Hawley Square  
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CT9 1PF

17 August 2004

Dear David

**Re: Installation of mobile shelving at the University of Wales, Newport.  
July 2004**

I am writing to say how pleased I am with the mobile shelving system which was installed at the end of July.

I cannot speak highly enough of your installation engineers, who were always punctual, polite, efficient and always tidied up after themselves.

The shelving unit not only looks nice, but is very light and quiet to move. The other university campus library has a similar unit, supplied by one of your competitors, and is much heavier and is cumbersome to operate – and doesn't look as nice either! My colleagues are quite envious.

I would also like to say that in all of the correspondence and telephone conversations I had with you and your staff, everyone was pleasant, and did everything they said they would. I wish more companies had the same high standards.

Basically I have been very impressed with the service you provide and the quality of your product, and would not hesitate to recommend you to others.

With many thanks,

*Dawne Leatherdale.*

Dawne Leatherdale  
Quality Manager  
Library and Information Services

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