

**From:** [REDACTED]  
**Sent:** Tuesday, February 23, 2021 3:24 PM  
**To:** Ultralux Windows  
**Subject:** Re: Beautiful new Ultralux windows for your home

Dear Alan

I wanted to clarify all that we have discussed over the past few weeks and the quotes you have given us.

Replacement windows for [REDACTED] would consist of:

11 x Charisma Rose sliding sash windows (Including 4 x side bay windows)

1 x large Platinum NRG 70 casement window, with opening/s to be agreed, to replace the existing kitchen window

2 x Platinum NRG 70 casement windows to replace the bathroom and toilet windows (with frosted glass)

1 x Platinum NRG Patio Plus sliding Door, to replace existing patio door.

All the above windows and doors will be of the same, or improved, specifications and standard to those specified in the brochures that were emailed.

I understand that the existing box sash frames will be removed and replaced accordingly, the exterior windowsills will be scraped and repainted (does this also include the surrounds?) Will painting also apply to the new internal frames/boxes etc, if necessary?. I also understand that every effort will be made to minimise mess etc while this work is being carried out and the old windows, boxes, frames etc will be removed from the property and disposed of in the correct manner.

From your quotes, I understand the costs for these will be as follows:

11 x Charisma Rose sliding sash windows + 1 x Platinum NRG 70 Kitchen window	£13,986.00
1 x Platinum NRG Patio Plus sliding door	£ 1,898.00
2 x Platinum NRG 70 bathroom and toilet windows	£ 1,194.00
<b>Total cost:</b>	<b>£17,078.00</b>

I understand that all prices are inclusive of VAT.

If you have any queries regarding the above, do please get back to me, but if the above terms are correct and still stand, we would be happy for you to do the work, if you wish to accept the job.

I look forward to hearing from you.

Best wishes  
Richard

**From:** Ultralux Windows

**Sent:** Tuesday, February 23, 2021 3:50 PM

**To:** [REDACTED]

**Subject:** Re: Beautiful new Ultralux windows for your home

Dear [REDACTED]

Delighted to have your email and we would love to fit your windows. All I promise is top quality windows and doors, top quality fitting and service.

All details you list are correct and we will measure Saturday morning if it suits at 9.15am. Our surveyor Cliff Fox has worked for Ultralux 42 years he is a top chap.

Thank you again

Alan