

**Cc:** [family.newell@gmail.com](mailto:family.newell@gmail.com)

**Subject:** Fwd: Delivery Appreciation/Linen Cottage

----- Original Message -----

**From:** "ace\_auto" <[ace\\_auto@xtra.co.nz](mailto:ace_auto@xtra.co.nz)>

**To:** [warren@cottageco.co.nz](mailto:warren@cottageco.co.nz)

**Sent:** Sun, Sep 22, 2013, 2:20 PM

**Subject:** Delivery Appreciation/Linen Cottage

Dear Warren, Gavin, Ethan and Cottage Co Team,

We wish to express our utmost appreciation for the ease in which you dealt with the delivery of our new Cottage on Friday 20 September 2013. Our brief to you was that we did not want the small hedge and block of concrete at the gate damaged; and our wishes were certainly fulfilled!

The Team from Durham's Transport Heavy Haulage were 'bloody magic', their attitude and expertise shone through and made it all possible. It was a great sight to watch. We were extremely impressed with the relaxed professional way in which the awkward access to the property was managed by the guys and gal (Debbie the driver), and also the amazing trailer which they used. It was a testing area to be negotiated with a water race and telephone demarcation point opposite the entry, over-head power lines, S-bend entry, shelter-belt on the south-side, our 'precious' laurel hedge! on the north-side and various concrete work whilst having to reverse into and along the driveway from a busy road. Piece-of-cake!! No worries!

The two drivers from Mackley Carriers were helpful and professional, very nice guys, got stuck in and did what was needed to get the job done.

We would very much appreciate your forwarding this email on to the appropriate people at Durham's Transport and also Mackley Carriers. We can not express enough, our gratitude to all concerned for all their efforts on the day.

Most sincerely,  
Kevin and Debbie Williams