

Excellent service from Michael

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To: lowrens deswardt

Cc: Steven Renshaw

To whom it may concern

I would like to recommend and acknowledge excellent service I received from BUCO Rietpan – in particular a guy called Michael. I Phoned Michael on the 10th to ask about the availability of bricks. He told me that he was sure that he'll be able to help me but I had to come through so we can just agree on the colour. I arrived late the next afternoon and was pleasantly surprised by Michaels' upbeat mood – I was expecting him to be slightly irritated for me coming so late. Within 20 min I was sorted – 8000 brick will be delivered by latest Saturday. Thursday morning I realized I had made a big mistake and only needed 6000 bricks; I quickly phoned Michael where upon he replied that the truck was busy loading and he will try his best to rectify my order.

I was holding my breath but thought it impossible for the truck to be already loading... was I surprised to see the truck just after 10am the very same morning....with only 6000 bricks! No one else was able to help me with the bricks, so thanks BUCO Rietpan! But, I really need to thank Michael for his excellent service – the delivery time was the best I ever encountered... even my builder was caught off guard, telling me to expect the bricks on Saturday if I'm lucky. I live in Centurion but will definitely give BUCO Rietpan a ring in the future if I need to compare prices – thanks a lot guys!!!

Kind regards

Tim Truter

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John Cunningham
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