

The Sanderlings  
Thornccliffe Drive  
Cheltenham  
GL51 6PY

17 May 2011

Swift Group Ltd  
Dunswell Road  
Cottingham  
East Yorkshire  
HU16 4JX

Dear Sir/Madam

RE: CHAMONIX 39/3 – VIN NUMBER SG008073H

G2

Myself and husband have recently bought the above caravan which is on a pitch at Mother Iveys Bay, Trevoze Head, Near Padstow, Cornwall. We are absolutely delighted with the decor and furniture – marvellous colour scheme and up to date furniture.

Unfortunately, on our first visit there one of the dining chairs was pushed against the curtain tie back hook next to the door and it has created a hole in the chair leather. Had the hook been one centimetre higher this would not have happened.

We spoke to the Manager on the site, who said the caravan was obviously under guarantee, and to write to you.

Obviously there is a design fault here which needs to be looked at, but in the meantime would it be possible to have another chair under the guarantee. This caravan will be on this pitch for at least 10 years, so the hole in the chair will only grow over this period of time. I have had to take the hook out of the wall to prevent it happening again.

I look forward to hearing your comments.

Yours sincerely



Susan E Smiles (Mrs)