

Mr Peter White, Sales Director

Willerby Holiday Homes Ltd
Imperial House,
1251 Hedon Road,
Hull
HU9 5NA

26 July 2014

Dear Mr White,

I am writing to you personally in the hope you might be able to help find a solution for my customer. We have referred to your Customer Service Dept without a satisfactory resolution.

WILLERBY ASPEN WB2830/005

Manufactured in March 2007 sold by us in April 2007

The enclosed letter is written by my customer of 40 years.

Brief history.....

April 2007 replacement Master Bedroom window fitted under warranty - inner pane shatters whilst caravan unoccupied.

August 2008 replacement Central Lounge window due to condensation.

April 2013 replacement Twin Bedroom window due to condensation (paid for by Mr Hazell).

May 2014 Corner Lounge window develops a condensation problem.

Under the Sale of Goods Act 1979 Willerby had an obligation to a repair or replace until April 2013, and the last repair was therefore within the statutory period.

There is a significant history of problems with the windows in this 'era' of Aspens; another Aspen on park has suffered four defective windows.

There are two issues:-

1. Should Mr Hazell have to pay for the cost of replacements? Legally the statutory period has now ended, but morally ?
2. How do we 'source' the glass used in the originals; I understand it's called 'brilliant cut glass' and who can manufacture a replacement ?

I am hoping that with your intervention, Willerby might use their influence to source the glass and estimate the cost of manufacture. Perhaps then, the cost might be considered by all involved in the supply chain and a resolution found.

I look forward to your reply

Your sincerely

Mrs Sue Lodge