



Your customer reference number
CS173215

SAMPLE CO LTD

DEMO LTD
FAO: *Mr D Liver*
Demo House
Test Lane
Testville
TT12 1ST

VAT REGISTRATION: 987 65443 210

Date: 10th April 2003

Dear Mr D Liver

Re: Welcome to our service

Many thanks for placing your order with us. We welcome your business.

This letter sets out some important information about our service.

Firstly, all of our support and problem resolution is completed using the Internet at the web site below. This ensures that we offer a first class and responsive service to all customers world-wide. Secondly, you will also find that this web site contains the latest product information, upgrades and bug fixes.

We would also like to draw your attention to our terms and conditions including privacy policy which are both found on our web site and to remind you that in accepting use of our service your agreed to both of these.

Finally, we trust you will receive excellent value from our service. If you do have any feedback please don't hesitate to contact us, either by email or on the telephone number below.

Yours sincerely,

Mr Sample
Customer Services Manager