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Sent: 06 September 2012 13:33

To: ravibhat@godrej.com

Cc: smartcare@godrej.com

Subject: Fw: Fw: Fw: Fw: RB : Mrs. Meena M. Awate, Kolhapur-3 : WASHING M/C. REPLACEMENT

SIR / MADAM,

I HAVE RECD.THE REPLACEMENT OF MY NEW WASHING M/C.ON 05.09.2012.THE DEMO OF THE SAME WAS GIVEN ON 06.09.2012.THE M/C. IS NOW IN GOOD WORKING CONDITION AND I AM REGULARLY USING THE SAME.

MY MAJOR COMPLAINT WAS SOLVED BY YOU AND YOUR TEAM MEMBERS IN A RECORD TIME OF 1 WEEK ,WHICH IS QUITE APPRECIABLE.I THANK YOU AND ALL YOUR TEAM MEMBERS FOR SOLVING MY COMPLAINT ,IN RECORD TIME.

I HEARTILY THANK YOU AND ALL YOUR TEAM MEMBERS FOR THE SAME .

I WOULD LIKE TO NOTE HERE THAT ,THIS WASHING M/C. IS THE 11 th M/C. IN OUR AND OUR RELATIVES FAMILY IN KOLHAPUR, ONLY. I PERSONALLY USE ALL GODREJ PRODUCTS IN MY HOME AND RECOMMEND ALL MY FAMILY AND RELATIVES FAMILY MEMBERS TO USE GODREJ PRODUCTS.

ALL GODREJ PRODUCTS ARE RELIABLE AND TRUSTWORTHY IN TERMS OF TIMELY DELIVERY , PROMPT AFTER SALES SERVICE , EASILY AVAILABLE SPARE PARTS , LESS MAINT. ETC., ETC.,AND I AM PROUD OF USING THE SAME .

I ONCE AGAIN THANK YOU AND ALL YOUR TEAM MEMBERS FOR THE CO-OPERATION EXTENDED TO ME , AND HOPE THAT YOU AND YOUR TEAM MEMBERS WILL SUPPORT ME IN FUTURE AND SOLVE MY COMPLAINTS ,IF ANY ,IN FUTURE .

REGARDS,

MEENA MAHADEO AWATE.

KOLHAPUR,MAHARASHTRA.