

29<sup>th</sup> August 2014

Image Through Quality  
Alexandra Court  
The Moors  
Thatcham  
Berkshire  
RG19 4WL

Dear Graham

I would like to take this opportunity to thank you for your time and effort through what has been an extremely tiresome fight with a photocopying corporation.

Having signed an agreement that was based on previous usage, we later discovered that our meter had been set to development copies not colour copies. This was never going to be best value and would result in extremely high photocopying charges that ultimately takes money away from teaching and learning.

With your help, advice and guidance, our academy was able to move the situation forward and eventually get our meter set back to colour copies, as originally agreed at the beginning of the agreement.

I truly believe that without your knowledge, skills and expertise in the industry, we would not have been able to achieve a positive outcome. I would wholeheartedly recommend you and your colleagues to other schools and academies, you have certainly restored my faith in the industry.

Yours sincerely



Mrs Ruth Hunter  
Academy Business Manager