

Subject: My Fantastic Boat Purchase

Date: Wednesday, 21 January 2004 9:54 PM

From: nicholls family <nichome@bigpond.net.au>

To: <darren@stkildaboatsales.com.au>

Cc: <andrew@stkildaboatsales.com.au>

Dear Andrew and Darren,

Firstly I should say I never write, but the experience of dealing with you guys deserves it.

In October, after a long year of illness, I decided to treat myself to a new boat. Having owned a Bertram for some years I decided to look at the new Caribbean and also investigate a new sportscruiser.

After much research on the Internet (and numerous visits to your site) I had narrowed it down to either a Caribbean or a new sportscruiser, the decision was pretty much line ball at that time.

Eventually I made contact with you guys over the phone (several phone calls in fact) - at all times my countless questions were met with understanding and all dealt with in a easy manner, leaving me each time feeling more informed.

Finally I plucked up the courage to visit you at the marina, as was the case with other contact, I was made to feel welcome immediately. At all times you respected my views and dilemma of making a decision between the two styles of boat, I never felt pressured into deciding nor did you put the competition down (a particular hate of mine), in advising me the benefits of your product.

You were aware of my desire to have delivery of the boat before Christmas, and informed me of the last boat before Xmas would need to be ordered soon or I would miss out. I was still not in a position to make a final decision and was going overseas and decided think whilst away, this decision you respected totally.

Upon my return you invited me to the marina again, there you answered all of my questions yet again !! - Finally I was in a position to make a decision.

Next was to decide what options to have on the boat and negotiate the sale price. At all times I felt that I was never being up-sold for the sake of it, but that all my specific needs were being catered for, and a practical stylish boat was being created. The price was negotiated also in a fun and friendly manner.

If I was happy with the sales and negotiation process so far - THE BEST WAS YET TO COME.....

The order was struck in November with a proposed delivery date of Christmas Eve. Over the next few weeks you kept in regular contact to inform me of the boat's progress, then in early December you suggested if I would like you would contact the factory to see if I could see my boat under construction. You arranged a time and a very nice chap (sorry can't remember his name) to meet me at the factory and show me over the factory and my boat, giving me a real sense of ownership and pride in the knowledge that the boat was being built by experts.

As we were nearing Christmas the inevitable possibility of a delay was imminent, however you immediately sprung into action to coordinate the various trades to complete the fitout and electronics either at the factory or immediately upon arrival at the marina. As usual you kept me informed at all times.

Finally delivery As promised Christmas Eve, with all options and electronics fitted, all in working order....
Thank-you

But with you guys the experience never seems to end. You gave me some fantastic practical advice and expert tuition on handling of the boat which has made the whole boating experience a pleasure (even mooring !!!!!)

Since delivery you have again remained in contact to see if I had any problems or just require any advice, also coordinating the 1st service.

It seems that nothing is ever too much trouble for you guys.

Sorry that this letter is so long winded but I just wanted to say that my whole experience of purchasing a new boat from you has been an absolute pleasure with nothing left to chance, just a fantastic , professionally handled experience.

Many thanks

Mike Nicholls