

Recommendation letter

07/05/13

To whom it may concern

Last year in June Leicestershire was struck by a freak hail storm, the storm only lasted a couple of hours but caused millions of pounds worth of damage to homes and motor vehicles. Before the storm has chance to pass we were inundated with emails and faxes with new repairs to vehicles that were damaged in the storm. By the end of the following week we had around 400 new jobs to repair as a result of the storm.

On the following Monday of the storm we were approached by Nathaniel Alain from the PDR team in Germany who offered his assistance and guidance. It was a chance call as he happened to be in England at the time of the storm. At first (not understanding the full impact of the storm) we turned their assistance down. Nathaniel stayed in touch during the next few days and by the following week we had accepted his help and a small team of Paintless dent professionals were in place, estimating and repairing the damaged vehicles.

Very soon into the relationship with the PDR team we built up a lot of trust and respect with them, other companies approached Parkers but no one else seem to offer the same degree of skill, guidance, reliability and expertise. In time it became clear that The PDR team would be needed for several months as we now approached 600-700 potential repairs from the storm.

In a continued commitment to us they rented a house for 6 months locally to Parkers and soon after that they were trusted with a set of keys to the garage. In doing this they very often stayed late into the night to meet the high expectations of our customers.

The quality of their work was outstanding, very often repairing panels without any paintwork that we all thought impossible to repair (certainly without any filler or paintwork on so many of the vehicles). In doing so customer satisfaction was extremely high compared to many of our neighbouring repairers who had chosen to repair their vehicles conventionally.

The PDR team stayed with Parkers until December 2012 by that time we had built up a very professional friendly relationship with all of the PDR team. Without their assistance 2012 would have been a much harder and potentially damaging year, instead we built on our good reputation and reliability in offering our customers the very best service.

Andrew Parker

Bodyshop & Workshop Director

www.parkersaccidentrepairs.co.uk

