**Our final response**

We are of course very sorry for

We do not accept any liability for .... issues and feel that we have been keen to offer assistance throughout this process.

We will agree to refund .....

For the inconvenience and the extra days allowed for the refitting we can agree to x days with the total for this being £x

We are not in acceptance of the further costs you have claimed.

This is our final offer as we cannot take this forward any further.

If you are not satisfied following our final response, you can refer your complaint to Pro-Mediate UK Limited who are our Alternative Dispute Resolution body who are competent to deal with your complaint.  They are independent and certified by Chartered Trading Standards Institute.

Should you wish to take this course of action, you have twelve months from the date of this letter in which to take your complaint to the Alternative Dispute Resolution through Pro Mediate UK Limited:

**Contact:**Pro Mediate UK Limited

[www.promediate.co.uk](http://www.financial-ombudsman.org.uk/)

[Enquiries@promediate.co.uk](mailto:Enquiries@promediate.co.uk)