



BY APPOINTMENT TO
HER MAJESTY THE QUEEN
GROCERS AND
WINE & SPIRIT MERCHANTS
WAITROSE LIMITED BRACKNELL



BY APPOINTMENT TO THE LATE
HER MAJESTY QUEEN ELIZABETH
THE QUEEN MOTHER
GROGLERS
WAITROSE LIMITED BRACKNELL

Waitrose



Mr P Shullot
483 Green Lanes
LONDON
N13 4BS

13 July 2007
1-11081048-7

Dear Mr Shullot

The Managing Director thanks you for your congratulatory letter of 6 July 2007 and has asked me to reply on his behalf.

I would like to assure you that our customers are very important to us. I have noted all the specific issues you have raised, although I would point out that as a company we have to take note of, and have an awareness about, all current issues.

Thank you for writing and I would like to take this opportunity to thank you and your family for your valued custom.

Yours sincerely

Sarah Ching (Miss)
Department Manager, Customer Service (Operations)

900 H/O

Food shops of the John Lewis Partnership
Customer Service
Bracknell, Berkshire RG12 8YA
Telephone 01344 825232
Facsimile 01344 824978
email customer_service@waitrose.co.uk
www.waitrose.com