

3<sup>rd</sup> June 2020

Dear Joey

It was very generous of you and your company to provide me, free of charge, with a sample pair of 19mm foam hand grips. I had intended to purchase them for my wife Margaret's rickety and broken wheelbarrow which she inherited from her much loved Uncle, Mr Thomas Parry, when he died in 1992. I was very pleased to be able to purchase what I thought would be a pair of them through your website.

I confess I have not always been gracious about this wheelbarrow. By the time my beloved Margaret died last year, the body of the barrow had come loose from the chassis, it had no handle grips and the wheel badly needed oil. Worst of all, I remembered, how often I had remarked unkindly about the barrow, it being too tiny to carry very much. Margaret often had to tell me to leave the wheelbarrow alone because she loved it. But the real object of her love was her adored Uncle Tom.

Margaret and I met at Keele University in 1968 when I was a 19 year old student and Margaret was a 33 year old Librarian. Before our first date, a mutual friend took me aside and warned me that I was a scruffy, penniless, been nowhere, done nothing student of philosophy while Margaret was a sophisticated, elegant, professionally qualified librarian who had worked in universities in Hannover, Berlin and New York. She was probably looking for a mature, older professor, would have no interest in me and I was not to get my hopes up. Well, what did he know? We married, we had two beautiful children and four lovely grandchildren. It was exactly fifty years between that first date and the day she died on 9<sup>th</sup> June 2020.

So now I grieve, partly because I have never yet been a grown up without being married to Margaret; and partly in remorse for how unkind I was about her wheelbarrow. I resolved that before the first anniversary of her death on 9<sup>th</sup> June 2020 I would make repair her wheelbarrow. All was complete except for handlebar grips until I found your website and ordered a pair. My heart sank when I realised I had ordered only one of the pair. Until, if not miraculously, as a result of poignantly generous activity on your part and your company, I received a brand new pair by express courier yesterday. So on 9<sup>th</sup> June I will look at my photograph of Margaret and tell her about Uncle Tom's wheelbarrow – and of the kindness of Joey and Messrs Sinclair & Rush Ltd.

Maybe it is tiny things, like a pair of foam handlebar grips, that can create enormously positive impressions of good and successful businesses. Please tell your superiors at Sinclair & Rush Ltd. how much I appreciate your, and their kindness to me; and of how sensitively and thoughtfully you dealt with my telephone query.

with every blessing and good wish,

John D. Moin