

*Scene : an old lady's house where a double glazing salesman has finished surveying her house . The salesman comes in to give her his price .*

**S :** There you go! All measured up - can I just sit down and tot up?

**O L :** Of course.

**S :** It won't take long, you've got a standard house.

**O L :** I'm sorry to waste your time like this, but as I've said, I've already signed a contract for Cosyglaze and the man is coming to pick up the money this evening.

**S :** Are you really sure you want Cozyglaze? I'm sure I can give you a very competitive quote. (starts scribbling)

**O L :** He was such a nice man, and so helpful too. He said that they are unbeatable for value and quality.

**S :** We'll see about that. Ok, you need eight new UPVC windows and a new front door and I'm pleased to say that for the types of window you have chosen them that we can do them for you for £3500.

**O L :** Come on, you must be joking - and the rest. Cosyglaze is much more honest. Look at their estimate (Hands paper over), it's far more reasonable.

**S ::** They're charging £6500 - I don't call that very reasonable and that that doesn't include VAT, fitting, extras and gratuities. They're robbing you!

**O L :** But they're the best - stop trying to fool me into thinking windows are cheap.

**S :** We use the SAME windows and my price is a QUOTE, what you see there is what you pay, VAT, fitting and all that.

**O L :** You liar - all you double glazing salesmen are the same - come on that's just a sales ploy to get me to sign up with you.

**S :** I assure you that the deal we give is standard for the industry now - our price includes VAT, fitting and it's guaranteed for 10 years. So if we run into unforeseen costs, or if you have problems with your double glazing, then we'll sort it all out for you for nothing.

**O L :** Oh yes - and the rest - your guarantees are a sham. You go out of business and leave people with dodgy glazing. You might as well saddle up your horse and join the other cowboys out on the range.

**S :** I can assure you that we are not cowboys - we've been in business for 25 years, our guarantees are fully bonded if we do go out of business and we have won the National Ethical Business Awards five times - a record for a double glazing company - I can show you a copy of the certificates if you want.

**O L :** And I bet those are made up too - come on admit it - windows just aren't cheap I expect to pay thousands and thousands - I've been saving for years. So don't come to me with all that "we're cheap stuff". I suppose now you're going to

do some high pressure selling.

**S :** No it isn't our practice - our price and service speak for themselves - so you can take it or leave it. Besides who suggested that we were dodgy?

**O L :** The nice man from Cosyglaze.

**S :** But I thought you didn't trust double glazing salesmen.?

**O L :** He was different - such a nice man - I'm sure he did tell the truth.

**S :** Really, well how do you explain that he's charging you for ten windows when you only need eight

**O L :** I need two spares he said

**S :** No you don't - we're talking windows here - if they are faulty, you get them repaired.

**O L :** He assured be it was best to have a couple of spares and I think he's right you know.

**S :** And I bet he also told you that in the history of his company, they've never gone back to repair any faulty windows because nothing ever goes wrong.

**O L :** How did you know?

**S :** Call it intuition - or in fact they've gone out of business so many times that they've never been in business long enough to fix anything! I expect they are giving you a stunning guarantee.

**O L :** Oh he sold me a guarantee - It's wonderful - I pay a flat fee of £250 a year and it insures against damage to the window by weather, earthquake, flood, volcanic eruption or tidal wave.

**S :** You really have been rooked - that's covered by your house insurance - besides, when was the last time your house was hit by a tidal wave or volcanic activity? Look, the law says that firms must repair faulty windows for free - no reputable company charges for it - and really reputable ones like us give you free NHBC bonded guarantees for 10 years.

**O L :** Well at least Cosyglaze are famous. He told me that they've been on TV!

**S :** I know - on the Cook Report. Roger Cook was in hospital for a month once they had finished with him.

**O L :** They're manging director is famous too - I was told his face was all over the papers.

**S :** Yes for embezzling people's cash and running off to the Costa del Sol, leaving people hundreds in debt and without double glazing. He got on telly too - on Crimewatch UK. Look, I urge you - put their salesman off - just cancel their contract which you are allowed to do so by law as the contract was made in your house.

**O L :** Now stop telling me these lies - you are just lying so I'll accept your crooked quote for your dodgy windows.

**S :** Our windows are manufactured to CE and BS7689 if you don't mind and are as good as anyones which is more I can say for Cosyglaze.

**O L :** There you are runnung them down again.

**S :** Besides, few people ever see a Cosyglaze window because they close before anyone can do anything about it. Whatever you do, don't pay Cosyglaze a thing because they are likely to run off never to be seen again.. If you don't trust me, why don't you get some other quotes from other companies - you'll soon Cozyglaze are conning you.

**O L :** I must ask you to leave - I've made up my mind. I just can't believe such a nice man could be a liar - stop slandering him and get out of my house.

**S :** Very well but I think you are making an expensive mistake. Goodbye. (leaves)

**O L :** What nonsense - Double Glazing salesmen - never believe them!