

Thursday, 11 July 2002

Mr Michael Wyley  
Dixon & Hempenstall Ltd  
14 Suffolk Street  
Dublin 2

Dear Mr Wyley

It appears that I am destined to break at least three pairs of spectacle frames a year - some times more-. When I called to have yet another pair replaced I became very disappointed when I was told that this frame was no longer available. In my attempt to persuade the young lady to try and get the frame for me I tried to "pull rank" and told her that I was fifty years a customer and she would have to get them for me. To my surprise not alone did she get me the new frames but having told you that I was a customer for fifty years the frames were complementary.

Permit me to thank you most sincerely for this lovely gesture. it is very much appreciated.

I got my first pair of glasses in Dixon & Hempenstall in September 1948. When I was a schoolboy moving into secondary boarding school in Terenure College. You were in Grafton Street at the time. I remember well that I had a day off from school in the city to have my eye test. After which I "mitched" and went to the pictures! There was a lovely old man (probably a lot younger than I am now) in a white coat who attended to me. I got to know him subsequently and thought I would never forget his name, but alas I have! I seem to remember that you had a fire in which all my records were lost. Since that date I have never had a pair of glasses which were not from Dixon& Hempenstall.

Very many thanks again. You won't believe this! I go down to the Square tomorrow to collect yet another pair of new frames. (I should not be let out!)

Yours sincerely

