

**Subject:** FW: [!RAK-172-80943]: Falk Copper Coeur Line (202418)

**Date:** Monday, 28 September 2020 at 09:30:51 Central European Summer Time

Hi Neil,

I just wanted to follow up on a couple of things now that I've received the pans. Firstly, many thanks for going out of your way to arrange these for me, the copper core pans are exactly what I was looking for to replace my existing falk collection, and your service has continued to be top notch; all in line with my previous experience!

I have to say though I was a little disappointed by the stainless steel lids that match the line. These feel really lightweight and a bit tinny, particularly in comparison to the copper lids of the same size. The lid I received also had a couple of noticeable scratches on and the finishing just seemed a bit inconsistent, in particular it had a really scratchy quality when sat atop the saute pan. I'm not sure if the latter points are just a quality control issue and I got a duff one, but I'd presume the weight issue is just a consequence of the sheet steel being used. As I type this I'm rather conscious that this all seems slightly pedantic, but it's been bothering me since I first opened the package, and I think I've decided I probably need to find a different lid solution.

As such I was hoping you'd be able to assist me with a return on the lid. This issue has also caused me to rethink the overall composition of my cookware set, so I can share lids with some other pieces I already own. As such I was also hoping I might be able to exchange the 18cm saucier for the 20 cm version. Both the lid and Saucier are still unused. Do you think this would be possible? I'm conscious the logistics on these pieces was more complicated than average!

Apologies, that this was a bit of a negative email, other than the lid and resulting complications I'm really very happy with the quality of the pans themselves, which are exactly what I'd expected from Falk.

Best,

Lewis