

Dear Charlotte,

Thank you so much for your e-mail and very kind offer. I really wasn't begging for a freebie, but was hoping that I could buy a single stress ball from you - as unfortunately I couldn't think what I would do with 499 others!

However, I would like to graciously accept your kind offer on behalf of my grand-daughter, Flora. She fell off a chair directly onto her elbow and snapped a bone in her upper arm, which in turn damaged various nerve endings. This then resulted in a 3-hour operation, where numerous pins were inserted into the elbow and general repairs done to the rest of the arm. The whole arm is now encased in plaster - it would, of course, be her right arm.

So your stress ball will be an enormous help in restoring her finger and thumb and movement in her elbow to normal.

Having only started school last September, she is very anxious to catch up as soon as possible with her writing, painting, playing various sports, etc.

So thank you most sincerely from all of us.

How great to hear of a company with a genuine heart at its centre, I wish you every success!

Yours sincerely,
Margaret Groves