

Video Transcript: James from Leicester

Time	Audio	Visual
00:00	My name is James, I'm an electrical engineer from Leicester. If the missus wants a half-hour away from me, she can go and have a nice, relaxing bath. It's so worth it.	James has recently had a new boiler installed by BOXT. He is seated in his living room on a black leather sofa. He is wearing a denim jacket and is speaking to the camera.
00:08	The whole actual process is very fluid and very easy to follow.	The front of James's house is shown. It is a detached, red-brick, two-storey house, with a garage to the left.
00:11	If I can do it, I think most people could.	James is using the BOXT mobile app on his phone, and is scrolling through a page.
00:14	Think the only thing we had to do was, someone emailed us who wanted some photos.	James is seated in his living room and is speaking to the camera.
00:18	Emailed them off, and we had an email back saying, "Thank you very much, it's all booked in, there should be no problems."	James is inspecting the front of his boiler and points to the boiler pressure gauge.

00:24	Not having to talk to anyone. Just click, click, click and away we go.	The video focuses on stills of items around James's home, including some toy cars, and small blackboard with the words 'dinner at 5pm' written in chalk, and a wooden decoration shaped like the outline of a house, with the words 'There's No Place Like Home' engraved into it.
00:30	And then when we saw that BOXT offered monthly payments, it made it more realistic for us to go and get.	James is seated in his living room and is speaking to the camera.
00:35	To be honest, I've shown it to quite a few people who go, "How can you order a boiler online?"	James's new Worcester boiler is shown, having been installed in a utility area in his home.
00:39	What's going on there? You're meant to do it by ringing people up."	A grey mat with the word 'Home' is shown on the floor. The 'o' has been replaced with the outline of a heart shape.
00:41	And I've shown them the website and they've all thought it's great.	James is seated in his living room and is speaking to the camera.
00:41		Background colour: Red/orange Image centre: BOXT logo Text centre: BOXT.CO.UK
