

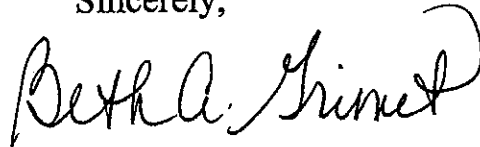
Art Plumbing & Air Conditioning
12438 Wiles Road
Coral Springs, FL 33076

Re: Service and Installation of new A/C unit

To Whom it may Concern,

Last week I had the opportunity to meet two of your finest workers, Jeff W. and Joel. Our air conditioner was not working properly and when I called your office the next morning, they sent Jeff to my house by 8:30 am. Having a husband who is a pilot I am often faced with these house emergencies when he is not in town and this was no exception. What made things worse was that he was out of the country and I had no immediate way to get in touch with him so whatever needed to be decided was on my shoulders. Jeff was aware of the situation and found out all of my options and explained each one in depth, including the pros and cons of each choice. When I finally made the decision to purchase a new unit, Jeff and Joel worked NONSTOP until 7:00 pm that evening installing the new a/c and making sure that it was working properly. They didn't stop for lunch and I had to force water on them to at least have a drink. It was a pleasure to deal with such gentlemen at a time when I could have easily been taken advantage of due to my lack of knowledge and my husband not being in town. Please extend my "Thank you" to Jeff and Joel and know that they are representing your company in the best possible way. Have a great day!

Sincerely,

A handwritten signature in cursive script that reads "Beth A. Grimet". The signature is written in dark ink and is positioned above the printed name.

Beth A. Grimet