

Gravely, Chuck

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**Subject:** Thank You

Nichole,

I hope all is well.

I just wanted to send a quick note and sincerely Thank You and RJS Heating and Air for the excellent customer service and attention you gave me a few weeks ago.

My family and I were very happy to have our air conditioner up and running during the small heat wave we had and to not have it shut down.

Your Team analyzed the issue I was having and worked to get it solved in a very timely manner.

I appreciate you working with my schedule to get it resolved and ensuring that we were satisfied.

Thank You again for standing behind your Products and Services.

I am looking forward to doing business with you in the future and would recommend you and your Company to anyone needing reliable heating and air service.

Chuck Gravely