

vincent from Boca Raton

March 29, 2020

Dear Elliot:

I just wanted to take a few moments and send my thoughts to you regarding my installation of a new Lennox AC system at my home.

From start to finish..... A+++++

My salesman, Sean, was knowledgeable and considerate and spend a lot of time explaining the differences of various systems and helped us choose what we felt was best for us.

His pricing was more than fair..... and, thankfully, we were scheduled for the very next day.

The "cavalry" arrived Thursday morning, on time, and didn't stop until almost 8:30 in the evening..... leaving the system "blowing cool" and my property neat and clean..

The installation for your guys was (bluntly) a bit of a "pain in the ass". Our home is 45 years old and a renovation or retro-fit is usually somewhat of a challenge.

Dennis (aka McGyver) was amazing in his abilities..... he's a very special man.

And Jim, the manager, pitched in and was as dirty and sweaty as the rest of the fellows..... Tony, Rob and Camilo. I honestly can't say enough about all of them.

The job was complete, with good final instruction..... never a complaint or a bad word, and, as you know, the summer heat can be oppressive and climbing around in an attic is not a "real joy"..... but, they all did the work with a smile and were most gracious.

I would probably need a thesaurus to dig out additional complimentary words for all your men..... but, I think you get my point.

Talk to you soon, my friend..... let me know if I can help in any way.

Regards,

A handwritten signature in black ink, appearing to read 'Vincent', written in a cursive style.

Vincent. from Boca Raton