

Victoria M. and Mitchell H. Rosenbaum

Ms. Sally Stanfield Allen
Stanfield Air Systems
1130 Mitchell Bridge Rd
Athens, GA 30606

Dear Sally,

We recently had two heat pumps installed by your company, and we wanted to let you know how nice the experience was.

We started by speaking to our service technician, James, about replacing the systems since they were getting old and the upstairs system was not working reliably. He quoted us a price for what we needed.

When I called you, I expected the price to increase as a result of any number of reasons. However, not only did you hold the price, but, it turned out that you also included some extras that we needed to apply for a rebate that you told us about. You were also able to provide very reasonable financing for us.

The installation went smoothly. When we speak about the installation crew, all of the words that we can think of start with "p": professional, proactive, polite, and pleasant. They were neat, quiet, and cleaned up after themselves. In short, they were everything that we could ask for.

When we spoke after the installation, I asked you for some documents that I didn't have, and they arrived in the mail the next day.

The whole experience was a pleasant one thanks to you and your personnel. You are to be congratulated for finding and keeping such good people.

Thanks, again, for all of your help. Now...if we only didn't have to pay for it, the whole process would be perfect.

Please feel free to use us as a reference.

Yours truly,


Vicki and Mickey Rosenbaum

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