

Rebel Air
Mr. Joe Johnson
PO Box 15435
Las Vegas, NV 89114

Mr. Johnson

A few weeks ago I was faced with air conditioning woe's. I had met with two of your local competitors and did not have a very "warm and fuzzy feeling" after they left. I was charged \$79 dollars for the initial visit with one competitor and then quoted \$1400.00 to replace the compressor. Competitor #2 said the cost would be \$3000.00 and that if I didn't want to replace the compressor they could perform some "maintenance & cleaning" for around \$300. I simply did not trust what they were telling me. Your organization was referred to me by a co-worker who said someone from Mesquite (I believe it was Iceburg Air) recommended your company. They said you were honest and reputable.

I found that referral to be true. Thank goodness.

Albert, was the service technician that was dispatched to my home. I found him to be professional, courteous and knowledgeable. He educated me on my A/C unit and did not try to intimidate me or use hard sales tactics. It was refreshing to deal with such an ethical individual.

Fortunately, in my case there weren't any major repairs or replacements and the cost ended up being \$75.00 vs. \$3000.00. I know that not ever scenario will play out like mine and that certain repairs and replacements do need to occur.

I hope throughout the years you continue to offer such honest and ethical service to our local residents. Las Vegas needs more organizations like yours.

I will recommend and have already recommended Rebel to others!

Sincerely,



Lisa

ZIP Code 89144