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**Subject:** customer comment

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**From:** Th..., Joseph (

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**To:** joej@rebelrefrigeration.com;

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**Date:** Wednesday, August 14, 2013 6:11 PM

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Joe – I'm just a guy who runs a business, who happened to use your company to fix my A/C unit. Too many times we hear people bitch at us, and only sometimes do the positive comments come our way. Well, I wanted to share my great experience with your company:

I got home last night from being out of town, and my upstairs unit was not working. I Google searched LV A/C companies, read some reviews, and ultimately called Rebel. I called at 6:30pm and talked to your answering service. A short 15 minutes later someone else called me back and said I would receive another call at 7:30 this morning. At 7:30, I received a call from Jen, told her my issue, and she said a tech would be here in an hour and a half. Precisely an hour and a later, Allen showed up. he diagnosed the problem, we decided how to proceed, he replaced my compressor, and was done.

The overall response was ridiculously good, every person I spoke to was awesome, and you should be proud to have such great people representing your company. I will refer Rebel because of my experience with your company. I know I shouldn't be this happy having just spent \$2,000, but it seemed insignificant because of the great service I received!

Joe  
Regional Business Director – West Region

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