

Air of Houston  
9577 FM 1960 West  
Houston, Texas 77070

I am writing to let you know how impressed we are with the service you have given us. We have dealt with your company three times now, and are impressed with your apparent honesty and integrity. So often these days it's hard to find a company that treats their customer's right.

This morning we called you because our furnace was not working and it was very cold out. You worked us into your busy schedule and had someone here by noon. When your service man got here he found a simple problem right away. He didn't even charge us for the call because we had called you just last month and while the repairman was here the furnace worked fine.

We will definitely return to Air of Houston in the future, and tell our friends about the exceptional treatment we received from you.

Thank you,

A handwritten signature in black ink that reads "Bill Sanderson". The signature is written in a cursive style with a long horizontal stroke at the end.

Bill and Beckie Sanderson  
13618 Kellerton Ln.  
Cypress, Tx 77429