



CUSTOMER COMMENTS

(THIS IS OUR REPORT CARD)

It's important that we receive feedback from our customers. It's how we better serve you in the future as well as serve others. We ask all our customers to take a few minutes and give us some feedback as to their experience with our staff and with our organization as a whole. Below is a brief survey on our service. If you would take a few moments to fill it out and return it to us, we would greatly appreciate it. Thank you!

Jeff Cox, Owner
Right Now Heating and Air Conditioning

Please tell us about anything that particularly impressed you, or anything that you would suggest we improve:

I am impressed w/ customer care teams. The installers, James D. & Joaquin did an excellent job of installing, explaining & cleaning up. They ran into some unexpected snags but put in extra time & effort to do the work correctly. The service tech, Bruce fine-tuned the system & went the extra mile to insure that everything was working properly w/ suggestions & help getting more air flow to the rooms that needed it. Dante calibrated thermostat and will be back to move it to a better locale. He was very considerate, responsive and reassuring w/ my concerns. The dispatch/phone personal are courteous & accommodating. The fact that I can reach a live person & not an answering machine is a big plus. David's presentation on Co. policies was complete & informative - He has been available & responsive to my phone calls.

Your Name Sharon Hutchinson Date 12-19-11

Your City Malta 83342 En [redacted]



RIGHT ²⁴ ₇ NOW

(208) 735-8400

We would like to use your comments about our company in our marketing and advertising. By filling out this form and returning it to us, you are authorizing us to use your comments and your first name only, along with your city (e.g. John in Boise) in our marketing and advertising. Thank you for your permission.

RightNowHeatCool.com | Magic Valley

James D. ~~[scribble]~~ Joaquin

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