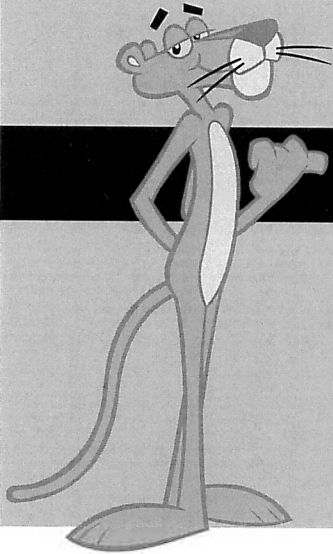


Raul & Joaquin



# 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 was thoroughly impressed by your company with my first contact with Zac Ross at the Caldwell Stinker station. The pink truck caught my eye. He answered my questions, gave me his card and said he would give me a free estimate the following Monday. He came to my house with a trainee named David who was quite pleasant and seemed anxious to learn. They both wore booties in the house.*

*Raul and Joaquin were very professional, polite and careful in doing their job. They were mindful of not getting anything dirty and cleaned up anything that didn't land on the drop cloth. The procedure was explained to me and I was asked for my input as to where they would bring in the hose.*

*I was thoroughly impressed with your service.  
Thank you.*

Your Name

Date

9/22/11

Your City

Caldwell 83605

Email

*Note: I would prefer not to have my name in print.*



# RIGHT NOW

## (208) 585-5868

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.