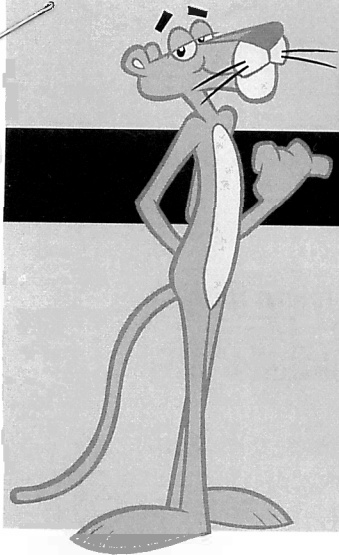


March 11/11/11



# 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: \_\_\_\_\_

- FRIENDLY INSTALLERS  
- WORKED w/ ME TO MAKE SURE I GOT WHAT I WANTED IN THE END.  
- STEVEN EXPLAINED MY SYSTEMS CLEARLY + WORKED w/ ME ON THE PRICE SO I COULD AFFORD TO GET BOTH A WATER HEATER + FURNACE.  
- APPRECIATE THAT THE STAFF IS BACKGROUND CHECKED + THAT MY HOUSE WAS AS CLEAN AT THE END AS WHEN THEY STARTED.

Your Name SARAH BROWN Date 12/21/11  
Your City BOISE 83702 Email \_\_\_\_\_



# 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.

Mike M. Cody