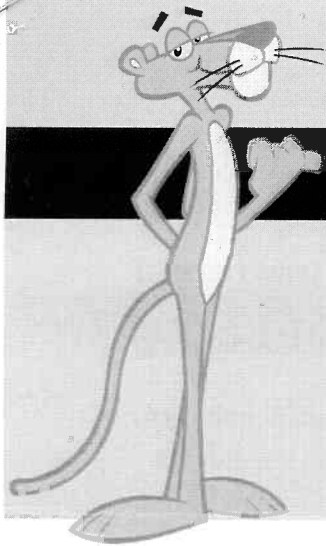


Cerry



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: Your installers Pedro + Jerry were very personable, worked hard and were patient. They cleaned up not only their mess but left the garage cleaner than it was before they arrived.

We had an issue with total time for the installation. I told Mike that Wednesday was a busy day + Thursday would be better. Workers arrived @ 10:20 am + I stopped in to see them @ 11:00 am. After work I went to the gym and arrived home @ 4:15. I assumed that the work would be done - ~~was~~ I had been told by Mike that it was 4 hrs to complete 10:30 to 4pm is 5 1/2 hrs. I went to my mtg w/o shower as the H2O was off + installation was not complete. I received a call at work 8pm that the work was done + I had to sign papers - I arrived home @ 8:30 am + your workers were patiently waiting.

You _____ Date 3/15/13
Your City U Boise Emc _____

83714



RIGHT ²⁴ ~~X~~ ⁷ 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.