

Rich Cramer
Dee Cramer Heating & Cooling
4221 E. Baldwin Rd.
Holly, MI 48442

Dear Mr. Cramer:

I recently hired your company to install a new furnace and central air system in my home. Because of the service I received I feel compelled to make you aware of the outstanding gentlemen you have in your employ.

Purchasing this system was a major investment and I solicited several quotes before I made the decision to hire Dee Cramer. The estimates from other companies were cheaper but I was most impressed with your salesman Dale Werda. Throughout the process he was professional and knowledgeable and never pressured me to make a decision. He answered my questions and addressed my concerns. The installer, Dominic, was professional, efficient, and courteous. He explained every aspect of the system and its maintenance. It was a pleasure to have him in my home.

I am extremely happy with my central air and with Dee Cramer. Dale and Dominic should be commended for the outstanding customer service they provide. Without hesitation I would recommend your company to my friends and family.

Sincerely,

A handwritten signature in black ink that reads "Bertie Dotson". The signature is written in a cursive, flowing style.

Bertie Dotson