

Tracy and John Freel
12713 Via Catherina
Grand Blanc, MI 48439

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

Dear Jaime,

Kudos to Dee Cramer and it's service technician (Dominic Silva).

On June 22, my husband called Dee Cramer to inquire about having our air conditioner moved to a new location and what were the rates.

We were happy to hear that the rates were competitive; and we were told a serviceman would be able to move the unit the next day!

The next day, Dominic Silva did come to the house. He was very polite, knowledgeable, and helpful. He also had the unit moved in a timely fashion! His work was very neat and he cleaned up the area once he was finished.

I asked him lots of questions and he was very nice and didn't seem to mind my all my questions and providing me with frequent status updates!

This was one contractor visit that did what it promised and we will be sharing our good experience with our friends and family.

Thank you again.

Tracy and John Freel