

October 19, 2010

Dear Mr. Joe Reupert,

I wanted to take a moment to say thank you for everything you have done to go out of your way to take care of my family. It has been my experience in life that most companies only care about making a buck and the human element tends to be forgotten. You and your company have proven that there is still good in the world today.

On June 4, 2010 you came to my home to give me an estimate of what it would cost to have a new central air conditioner installed in our home. We chose your company to perform the installation the first day we met because of how you communicated the reliability and professionalism of your company.

Shortly after signing the agreement and having the new unit installed, my husband lost his job. This unexpected turn of events meant we would be unable to pay your company as we had agreed. It was at this time that you and your company behaved in a manner that continues to amaze me and my family. Reupert Heating has not hassled me or my family even once while we try to figure out how we will pay you the amount owed for our air conditioner. In addition, per the terms of the agreement you had agreed to inspect my rapidly aging furnace to ensure its safety for my family this winter. This is where my story becomes simply UNBELIEVABLE!!!

Around October 13, 2010 I called your office to inform you that we were having some trouble with our old furnace. You personally assured me that your company would send out a technician to look over the system, even though I have yet to find a way to pay you for our new air conditioner!

A couple of days later your technician Dave came to our home to look over the furnace. He found two dangerous cracks in the heat exchanger and was forced to shut the furnace down for safety reasons. I know Dave called to inform you personally of the situation as he told me you said "not to worry, you would figure something out."

When you called me the following business day to inform me that Reupert Heating would be replacing my old broken furnace with a brand new one, AT NO CHARGE, I began to well up inside. I've never heard of a company that cares as much about their customers as Reupert Heating does. I know this is a financial burden on your company and want to I thank you and your entire team of professional men and women from the bottom of my heart. I would recommend your services to anyone who asks, but more importantly, I can personally vouch for the honesty, integrity and compassion of you and everyone else at Reupert Heating.

With sincerest gratitude,

Amy & The Hunsche Family

A handwritten signature in black ink, appearing to read "Amy Hunsche". The signature is fluid and cursive, written over a white background.