

Adam Pryor
5703 Garden Trace Circle
Louisville, KY 40229
June 13, 2012

Chris Hinkebein
DFH Company
4520 Robards Lane
Louisville, KY 40218-4537

Dear Chris:

I wanted to send you a note to tell you and your associates how pleased I am with your quality of service. I reached out to DFH Company for a second opinion on my A/C troubles, and you displayed great knowledge and confidence in your brand. I appreciate the fact that you were not pushy in trying to sell me equipment, service, or anything else. You were able to get me better equipment, a better warranty, and a better price without haggling. I feel that you were looking out for my best interest and walked me through the process step-by-step and I am extremely grateful for that.

I also wanted to say that your installers were fantastic – they were friendly and very down-to-earth folks. Mike and I share a passion for music, especially guitars, and it was fun chatting with him for a few minutes while he was working. The other gentleman (his name escapes me at the moment) was very pleasant and professional as well. All in all it took your guys about 3 hours to finish the job, which was way better than what I had expected.

Thank you again for making this a pleasant experience for my family and me. I think it is safe to say that most people do not enjoy having to replace their home's A/C unit. I am very busy being a husband, father, part-time college student, and part-time worship pastor, so you can see how things like this can mess up a routine. That being said, you and your associates have made the best of a challenging situation for us. I will definitely recommend DFH Company to any friends and family that have similar issues down the road. You guys run a spectacular business, so keep up the good work!

Thanks again,

A handwritten signature in black ink, appearing to read 'Adam Pryor', with a large, stylized flourish at the end.

Adam Pryor

P.S. The new A/C unit works great – and it's a lot quieter than our old unit!