

April 21, 2011

Just want to write and let you all know just how satisfied we are with your work...starting from day 1!

We first spoke with Clay. From the get-go he was very professional, answered questions, made us feel at ease with the fact of trusting their work. Right away he was interested and wanting to have our business. In fact so well we never got any other estimates. Right from the start felt comfortable with MVP.

Mark came on time for our estimate. (We had a swamp box...replaced with A/C & furnace). He again answered our questions, gave very good suggestions. He also was very interested in getting our business. Yes!....we still felt very comfortable with the work MVP was about to do.

We were scheduled for MVP to start work at 9:00 AM...Mark and Josh were here on time, as was the crane. Another sign MVP wanted our business. The installers, Mark and Josh, worked so hard from 9 AM till practically 7 PM. They only took one break for lunch....at 2:00 PM, and that was only for about 40 minutes!

We have nothing negative to say about Mark and Josh. They are very professional, polite, hard-working, and treated us very well. They answered any questions we had as they were installing our units. We **highly** recommend them.

After the units were installed, Jeff took care of the paper work. He was very quick at getting the warranties, rebate papers filled out and sent to us. We received them two days later. Jeff had everything in order....right down to stickers to show us where we needed to fill-in and where to sign and date! Jeff even had envelopes ready and STAMPED! Also had us already registered for our warranties!!!! Applause!!!!

We highly recommend the installers, Mark and Josh....highly recommend MVP Air Conditioning. We haven't seen customer service the way they do business in a long time. Very impressive! MVP Air Conditioning performed a very painless, smooth installation of our Air Conditioning/Heating needs from the beginning "hello". Needless to say....word of mouth is one of the best advertisements.....We advertise for you any chance we get! You all have us feeling like we **ARE a Most Valuable Player!!!!**

Thank you, thank you, thank you!

Dale & Jean