

Romey Romero

Subject: RE: Integrity AC Rave

From: d3 [mailto:d3@getdistinctive.com]
Sent: Monday, August 17, 2009 9:58 AM
To: 'Jimmy V'
Cc: 'Rosie Romero'; 'Romey Romero'
Subject: RE: Integrity AC Rave

Jimmy,

I wanted to write you about a situation that has been evolving over the past few weeks.

As I'm sure you're aware, I'm on the Advisory Board for the Salvation Army of Glendale. Generally, anything related to construction matters with the Glendale S.A., the Glendale Corps contact me to get the work done (outside of what our on-site guys can't handle.).

Anyways, they had an A/C unit go down on one of the buildings they use for the community to take computer classes at no charge. They got a couple quotes, and the A/C companies told them they needed a new unit. They got the quotes without me knowing!

So once I found out, I told them that I knew of a great company and I would trust their word regardless of what they said needed to happen. If it could be repaired, then we repair it.... If it needed to be replaced; well then, we replace it. Either way, I at least knew we were in good hands.

So naturally, I contacted Integrity because (1) they're in the network and (2), I used them on my own house. I gave them the whole scenario and THEY KNEW because I told them that if it needed to be replaced, the job was theirs. So, the guys from Integrity went out there and inspected the unit while I was out with my wife when our son was born and I didn't hear anything back from them. I followed up and they said they were going out the very next morning to attempt the repair because their tech felt he could fix it and save the Salvation Army from buying a unit.

It turns out they were successful in repairing the unit! What's even better about this entire situation is that THEY DID IT FOR FREE.

So to summarize what went down: Integrity Air was put in a situation to sell a brand new A/C unit to a client that wouldn't question their word or price... They decide to come out and do a repair because they were confident in their work, and instead of charging the going rate - They did it for nothing. And the repair was successful.

I can not tell you how appreciative I am, let alone The Salvation Army. With donations being down this year and more people than ever needing help, any \$ saved can go to a better cause. Not only can we use that money towards helping others, but the Computer Lab is up and running now so people can go online and search for jobs, learn all the necessary computer programs for the workforce, or just get out of the heat!

I know what it means when someone says something good to us about our company, but when they spread the word to *others* about the good work we do, it truly makes my day. This is why I felt you should know about Integrity Air and the work they're doing in the community without even being asked to do so.

They've earned my business for life and will always get my referrals. Rosie On The House truly has the best contractors in Az.

Thanks for having such a good network!

Feel free to forward to anyone you'd like.

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