

From: Beth Thomas [mailto: [REDACTED]]
Sent: Wednesday, June 26, 2013 10:25 AM
To: rehoboth@beach-fun.com
Subject: Wonderful service from Topnotch heating

Dear chamber

I want to share my fantastic customer service I received from one of your members, TOPnotch Heating & Air.

I have used , for many years, another service. I came home to my house at 90+ degrees and my system blowing only air. At 11pm I began to call the 90+ "24 hour" service, I stopped calling at 3:30am- after no return calls from the office or cell phone of technician on duty. I discovered later that it was only a tripped breaker.

The next morning, a call from the office explained that " when it gets hot outside, the air conditioning system....will shut down". This is after I paid for year contract and " service charges"
They insisted a new system, and would only come out to quote a NEW system. Northstar, took advantage of my gender and age and only insisted on me buying a new system from them, never answered 24 hour emergency service (never apologized, just said read your contract,...excuses) and double billed me-fixing after I questioned the fee.

A friend, recommend TOPnotch, within a 10 minute call I was signed with them; quoted me service calls - just up front and honest. We scheduled service, explained that if its hot outside.....A/C does NOT always just shut off; were pleasant, logical, honest and rebuilt my trust in service. When I install a new system I will only use TOPnotch! I lived here over 50+ years and am IMPRESSED!!

TOPnotch should be used if anyone want trustworthy reliable service are troubled, confused or feel being taken advantage of--they are HONEST, PROFESSIONAL , REasonable Rates, and EXCELLENT customer service from JENNY.

BRAVO TOPNotch

B. Thomas
[REDACTED]