

Dear Mr. Verma,

I wish to place on record, my sincere appreciation of the service orientation of the whole team of Godrej. I wish to give a detailed report on my experience :

- 1 I have booked one Godrej Pental Cool Refrigerator in the All India Industrial Exhibition on Feb 2, 2008 and informed them that I will be out of Hyderabad and can take delivery of the Fridge only after my return and probably after Feb 16, on account of my other precommitments.
- 2 Godrej Representatives have called me several times to remind me of the delivery but its on account of my non-availability, I could not take delivery.
- 3 They called me on Feb 18 & 19 also but due to some communication gap, the fridge could not be delivered. I have no complaint on that.
- 4 The delivery team had ultimately seroed down for delivery on Feb 20.
- 5 At the time of booking, I had requested the Executive in the Godrej Stall in the Exhibition for extra grill tray (jally in local nomenclature) and he had assured me that it would be delivered along with the fridge, if I remind them.
- 6 But when I reminded the delivery incharge about the extra tray, he expressed his inability to supply one because they dont have extra spares in the godowon and only showroom has to deliver.
- 7 At that time (almost 18.20 hrs) I started chasing Godrej Officials in the Showroom and I was directed to Mr. Prajath Verma.
- 8 I NARRATED THE PROBLEM TO MR. VERMA AND BY THE TIME I RECEIVED MY FRIDGE AT 19.15 HRS, THE BOYS DELIVERED THE EXTRA TRAY I HAD REQUESTED.
- 9 I CAN DECLARE THAT THIS IS PURELY ON ACCOUNT OF THE TIMELY ACTION AND PERFECT COORDINATION FROM MR.. VERMA. ANYONE SHOULD CONSIDER THE TIME LAPSE AND ALSO TRAVELLING TIME (FOR THE DELIVERY VAN) DURING THE EVENING PEAK HOURS.
- 10 Last but not the least, I was a pround owner of Godrej Fridge 165 Ltrs model and used it for about 8 yrs or so, absolutely trouble free.
- 11 ITS BECAUSE OF THE QUALITY OF GODREJ APPLIANCES AND THE SERVICE PHILOSOPHY OF GODREJ IN GENERAL, THAT I ALWAYS PREFER TO BANK ON INDIAN COMPANIES.
- 12 I WISH TO ALSO RECOLLECT ANOTHER INCIDENT IN 1974. I HAD PURCHASED ON GODREJ TABLE AND THEY DELIVERED THE TABLE WITH WRONG TABLE TOP. I BROUGHT THIS TO THE NOTICE OF GODREJ SHOW ROOM AND THEY EXCHANGED IT PROMPTLY AND MOST IMPORTANT PROMPTLY WITHOUT ANY QUESTIONS.

Thank you once again and hope to see the same service philosphy from Godrej in future.

Thank you.
Sincerely
Rajagopal