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From: Richard Jonathan [mailto:richu007@yahoo.com]

Sent: Wednesday, October 07, 2009 10:08 PM

To: smartcare@godrej.com

Subject: Appreciation Mr. Richard Jonathan, Kochi, Airconditioner

Dear Sir

Thanks for considering my request as top priority and sending your person for fixing the problem. I never expected such a fast action from your side.

I also appreciate the quality of work done by your service engineer.

The problem which was prolonging for months has been fixed. Currently my AC is working perfectly. I have been told to run my AC for one full night to get it checked completely for my satisfaction. Hope the problem will not recur.

Regards

Richard Jonathan