

## **APPRECIATION FOR PROMPT REPAIR OF GODREJ AC**

1. Ref call no 276301. AC was having noise problem and the cooling was very less.
2. Sir,
3. I am a retired Army Officer who has been a great fan of Godrej products. During my service days, Office furniture, locks, safes, FMCG items were purchased by me for our office use. These were value for money for they lasted for years.
4. Four years back we purchased an automatic washing machine and a 1.5 ton Godrej window AC for our use.
5. We were happy with the Godrej appliances but the service did not seem satisfactory. This time our AC was giving a problem so we put in a request for repairs. On inspection we were informed that repairs would cost 2500/-. We were not sure nor satisfied that after paying we will get satisfactory results. So I rang up Mr P. Verma and spoke to him about our AC repairs.
6. I wish to put this on record that Mr Verma convinced me that the repairs will be satisfactory and I should go ahead with it. I agreed and his team came for repairs. They were good, efficient people, specially the AC mechanic called Deepak. I had to speak to Mr Verma at odd hours and even on holidays. He was ever helpful. In fact he has confirmed that I had made the right choice of buying Godrej appliances.
7. Sir, I thank you and your team who carry out the repairs so efficiently. After sales service, talking, convincing the customer will go a long way in selling Godrej appliances. Hope you will keep up the good work and have more motivated people like Mr P.Verma.

With warm regards.

Col Buxi