

To North Star Air,

We would like to express our thanks to you for a job well done. There are so many factors that made your job so much harder than usual. Not only did we have damage to our home due to the hurricanes, we have our elderly parents living with us. You made sure that they did not spend a night without air conditioning. You made yourself available when "we" needed you and you finished the job in a timely manner.

We worried that having to replace the outside unit, the inside unit and adding another return vent would really set us back, however it did not. The competition is tuff and we lucked out finding the right one. I know that you will be successful because you know and understand the importance of getting the job done correctly.

We can't thank you enough for all your help. We will tell all of our friends about you and your job well done.

Sincerely

A handwritten signature in black ink, appearing to read "Mr. & Mrs. Kwader", written over a printed name.

Mr. & Mrs. Kwader

3942 Cherry Apple Circle

Orlando, Fl 32810