



JAMES W. RUSSELL

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602-867-2822 azpcpc@yahoo.com

Mr. Tommy Melo
A1 Garage Door Service
2125 E. 5th St. #101
Tempe, AZ 85281

Dear Mr. Melo:

I recently had a garage door and opener installed by A1. Mr. Scott Hilliard wrote the estimate. He arrived the same day I called, later in the evening if I remember right. Mr. Hilliard was professional, knowledgeable, likable, and prompt regarding all of my inquiries. I entertained three other estimates, but not one other company saw fit to write an itemized estimate, and the others did not show the professional attitude like Mr. Hilliard, who expressed the desire to do it right. The installer was prompt and quick, and answered all my questions and concerns.

A small glitch, receiving one remote instead of two, was handled with aplomb by Lindsay Stockton, who mailed the missing remote along with a nice letter to me. It is somewhat unusual these days to get such great service from everyone I come in contact with!

Yours truly,

A handwritten signature in cursive script that reads "James W. Russell".

James W. Russell