

Al & Jan Woody
1325 Squires Rd
Abilene, Tx 79602
325-676-4280

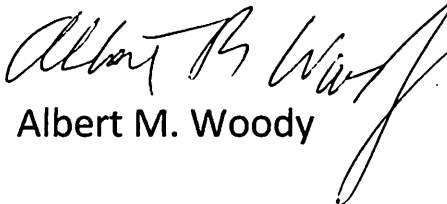
9Aug2015

Southwest Air Conditioning & Heating
8225 Buffalo Gap Rd
Abilene, TX 79606

Dear Southwest Team Members;

I wanted to thank everyone that helped us during our little A/C adventure last week. I was very impressed at your rapid response and the attention you gave every difficulty. Everyone Janet and I talked with was friendly, knowledgeable, and patient with our every question. Even though conditions were hot and miserable you put in long hours and effort above and beyond the call. I have been with you for years because I expected this level of support and I was not disappointed. These situations test the quality of a company and you passed with flying colors. Please know that all your extra effort was noted and appreciated during a period of stress for us.

Thanks for being part of our family...well done.


Albert M. Woody


Janet Ann Woody