

Totem Appliance & Refrigeration Ltd.

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May 30, 2011

Hi Paul

Just wanted to let you know how pleased we were with the service your tradesmen gave us here at our office. As we are in the service business also it is easy to recognise a quality company. From the initial phone call everything went as it was promised. The fellows that were here on site were especially courteous, tidy and considerate to myself and the office staff. There was minimum disruption in our work day which meant a lot to us. Your follow up visits showed us you cared that things went right. The costs were less than other quotes from companies that did not even suggest what you thought was an obvious solution. So once again our thanks for your great service and we will certainly recommend your company when the opportunity arises.

Regards

Terry Levangie

Service Manager

Major Appliance Parts & Service since 1967

Burnaby Victoria Chilliwack Calgary