

Hello Bob: I wanted to just touch base with you and let you know how my "experience" with FSM went. The night that you & Steve came over to give me the presentation & estimate you said that I had your personal guarantee I would be happy when the job was done....and I AM! Things in my crawl space look great and I couldn't compliment you enough on your employees and their work ethics. As you know there was a problem with my water heater. In my own mind I will never know if it was actually defective when I picked it up or if Paul did something to burn up the element in connecting it. That however does not matter because FSM was the one who stepped up and took care of the problem without any hesitation. I know that Paul went above & beyond to make us happy. Also the 3 men who worked here all day were pleasant, agreeable & very neat. You have obviously done a great job in teaching them that the customer comes first. Again, I say thanks and have already given your name to a friend in Leslie.

Sincerely, Kathy Woodland