



Lindsay

OIL COMPANY

HEATING & AIR CONDITIONING

To Our Valued Customer:

Lindsay Oil Company Heating & Air Conditioning is in the process of implementing some new and exciting ideas and business practices that will guarantee you the best possible service and products for your heating or air conditioning system, and give you greater value for your money.

When you encounter a problem with your heating or air conditioning system that requires attention, simply call our office. Our Heating and Air Conditioning customer service representative will take your information and you will be given an approximate date and time that we will be at your home or business to diagnose your problem. Once the problem has been diagnosed, you will then be given the cost of the repair. Upon completion of the repair, our service technician will immediately provide you with an invoice that will include a description of the service performed, and the amount due. Upfront, **Flat Rate Pricing** insures that there will be no surprises when you get your invoice for the service.

Another new service we will offer is a **Service Agreement** that will provide scheduled preventative maintenance for your heating or air conditioning system. There are several benefits of a service agreement:

- Your heating or air conditioning system will be thoroughly inspected allowing safe and efficient operation throughout the season.
- You are **guaranteed** scheduled seasonal maintenance before the season begins.
- **Significant Discounts** on the price of repairs, should the need arise.
- **No Overtime Charges** for service provided after hours, on weekends, or on holidays.

Lindsay Oil Company Heating & Air Conditioning is committed to providing you with the absolute best service and products. We look forward to improving our business and service relations with you, and always welcome your comments and questions.

Sincerely,
Lindsay Oil Company Heating & Air Conditioning