

May 22, 2010

Dear Rescon;

I am sending this letter to share my experience with your company when they worked on my basement. I have to start by saying how impressed I was with the information given to me when my consultation was done by Chris. Not only did I have the booklet about what was going to happen, but I was given references to call or even visit. Not once was any other company talked badly about. I was given advice about how to choose from the four companies that had come out. This was a very impressive technique and very helpful. Chris was very friendly and personable and made me comfortable to ask any question about this very large investment into my home. He never became that pushy sales person. I didn't need to be convinced to go with your company, I knew I would be treated as more than just a "sale", which I was! Chris had followed up with me the following day to see if, I had any questions. All four companies were close in numbers (Rescon being second lowest) but I never made that part of my overall decision. It was all the level of service I received.

When my basement was getting worked on, the workers were all very professional. Carlos was able to answer any questions I had that came up along the way. My basement did have a couple challenges along the way, but Carlos worked with the engineer to do what was best for my basement. Even after the work was done and I still had questions, each person took the time to explain my new system to me. I figured that this was a big investment into my new home and I want to understand every aspect of the drain. Each worker understood that and took time to explain it, which was a great benefit. I can't thank you enough for all the time you took to help me know your product, the patience with my billing, and the highest level of customer service you have provided me. Keep up the great job.



Lori

Nashua, NH