

Hi,

I recently purchased a Godrej Split AC and was very impressed with the entire experience I had with the complete team - from the dealer to the team installing the AC.

Before I tell you about the experience with Godrej team, let me give you the situation i was in. I had a Lloyd AC which even after 2-3 service visit was not working. I had my elderly parent with me as well as 2 small kids and it was impossible to sleep in Delhi's hot summer afternoons & nights for the last 3 days. I was desperate to get a new AC as I had given up on Lloyd's service.

My call to the Godrej team was for a same day installation of the AC. I received the AC in the evening & the call for installation was made. Being the peak season & with huge demand for service & installation, I was surprised that the team visited my place late in the evening at around 9pm. After installing the indoor unit, when they opened the outer unit, they found that the copper wires were missing. By this time, it was 10.30 pm & i was sure that the AC would not be installed. The installing team called up the Godrej people (Aditya services) & I was pleasantly surprised that they agreed to deliver the copper wires at that time. The team waited for another hour and the copper wire was delivered at 11.45pm. And in another 40 minutes the AC was up & running. It was way past midnight & the team had successfully installed the AC.

I saved another night of heat & sweat, just because of the excellent work done by the Team Godrej.

Hats off to the team! I hope to get the same kind of support in future.

Best regards
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