

Dear Mr.Bhat ,

I wanted share my experience with your service team which is quite admirable.

I had a problem in the freezer unit ; The technician's diagnosis was not in line with my view and **I escalated the matter to Mr.Pranjil Verma who gave a very kind hearing and arranged to close the issue within 48 hours of my talk with him,..**

During the meanwhile he was continiously assuring me thro phone/text messages and monitored the call till it was resolved.

AM HIGHLY THANKFUL TO YOUR ENTIRE TEAM AND ESPECIALLY MR.VERMA FOR HIS PRO ACTIVE SUPPORT AND UNDERSTANING MY POINT.

THE ABOVE HAS FURTHER RE AFFIRMED MY FAITH IN GODREJ AND I WILL CONTINUE TO PATRONOZE YOUR PRODUCTS THROUGH MY LIFE TIME.

Thanks
Ravi Chandran