

From: 1953vrs . [mailto:vrs1953@gmail.com]
Sent: Thursday, September 05, 2013 12:43 PM
To: smartcare@godrej.com
Subject: Godrej Refregerator purchased on 11.1.1992

I would like to place on record with absolute satisfaction about the performance of the Fridge from 11th January 1992 till date, but for calling your service engineers 3 times viz. in Dec.1998, October 2011 and again today 5th September 2013, all the three time for a relay related problem. The relay was replaced on both the occasions in 1998 and 2011 and today the wire was replaced by the service engineer. But for this, I have not encountered with any other problem whatsoever.

It has been wonderful to have the product of your company without any difficulty being serviced by your technicians well within a time frame of 24 hours during all the abovementioned situations. I wish to inform you that I will buy again a refregerator of your make only because of my comfort level of satisfaction of your product and the service you provide.

I also wish to inform that Mr.Chandrasekhar the service engineer who has attended to my service calls during both the occasions in 2011 and today has been absolutely exemplary and the courteous way with which he handles a customer is really to be appreciated. May his tribe continue in your organisation.

Thanks and Regards

Subramaniam
(V.R.Subramaniam)