

# **A1 - Worcester Air**

**Air Conditioning - Heating  
PO Box 183911  
Arlington TX 76096**

4/29/08

Better Business Bureau  
101 Summit Ave Ste 107  
Fort Worth, TX 76102

Re: Roosevelt Gaither, case #315f-3d3%

Dear Sir or Madam:

In reference to Mr. Gaither's complaint, it appears as if he did not understand the warranty.

Mr Gaither called and asked about the 3-ton AC we had advertised for \$995. I told him that it was last year's model and was only a 10-seer and the current models are 13-seer. He said he didn't care because he was going to "flip" the house and it would be someone else's problem, then asked if we could get cheaper than that.

It was explained that we seldom sell used equipment, but the only way to get cheaper than \$995 for a new ac would be to get a used one. He insisted he was going to "flip" the house and didn't care what kind of shape the old beat up air conditioner was in, as long as it worked. I explained the warranty on a used piece of equipment is 30 days.

The ac was installed in October. When he called in March and asked us to look at it, I explained the warranty had expired and there would be a normal service call since the 30 day warranty had expired. He insisted we work for free.

After refusing to agree to pay for our service, he then called someone who appears to be a cheap unlicensed contractor, paid him \$85, and now wants us to reimburse him \$85. We cannot because of the following reasons:

1. The warranty had expired
2. We do not trust a diagnosis of a "shade tree" mechanic

Sincerely,



Robert Worcester