

# **A1 - Worcester Air**

**Air Conditioning - Heating  
Sales and Service  
PO Box 183911  
Arlington TX 76096**

Angela Ford  
Better Business Bureau  
Fort Worth, TX

Ref: Case# EC4F-854%, from Danh Nguyen

Dear Angela,

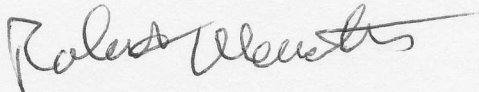
This case is unfounded.

On or about May 16, 2007, I diagnosed Mr. Nguyen's air conditioner as having a blown run capacitor. The machine would not run. I showed the physical damage to him and quoted a price for the repair. Mr. Nguyen accepted the price and authorized the repair.

I understand sometimes we have "buyers remorse" when making purchases. It happens to me too, but our policy is not to refund money for the work we do based on this premis.

We do not keep defective parts therefore we are unable to return the defective part.

Sincerely yours,



Robert Worcester