



Coffman's Service Promise

Dear Coffman's Customer,

We are sympathetic and understand that you have experienced problems with your appliance(s).

After the diagnostic fee is paid, during or within 7 days of the initial visit, if the unit is repairable, an estimate for the repair cost will be provided. This will include the parts and any additional labor for the repair. The diagnostic fee is due whether the unit is repairable or not.

We are happy to offer you our Service Promise.

After the initial diagnostic visit, the customer may choose one of the following three options:

1. You allow Coffman's Service Department to repair the appliance. This option will incur the cost of the part(s) and labor to make that repair. This is in addition to the diagnostic fee.
2. You choose to not have your appliance repaired but replaced. If the customer replaces the unit within 30 days of the diagnostic visit there will be a \$50 credit towards the purchase of the new unit. This is if the diagnostic fee has been paid.
3. You do not repair or replace the appliance. The diagnostic fee will be the only charge. *

*Please note: If an unrelated problem occurs on this appliance at a later date, a separate diagnostic fee will apply.

Customer:

Signature

Printed Name

2845 Highway 45 By-Pass Jackson,
Tennessee 38305

731-664-0900 Fax 731-664-4703