

Subject: Negative retailer experience to advise you of  
From: Susan B  
Date: Mon, November 02, 2015 2:52 pm  
To: service@breezaire.com  
Cc: Kevin T

We wanted to make you aware of a negative retailer experience we had with a Toronto, Canada based store selling your product, Rosehill Wine Cellars.

We have a Breezaire cooling unit for our wine cellar that was installed by the previous owners of our home (model WKL 4000, serial #H036034L). It began making a very loud noise and we were looking for guidance on how to troubleshoot the unit given this is new territory for us. Our wine cellar is reasonably full so there is a meaningful investment to protect. They refused to look up whether our unit had been installed by them, would not provide any repair service to us and, worse still, refused to provide us with the contact info of service men they know take care of Breezaire units. The only option they offered was for us to send our entire unit back to you for servicing! Ridiculous and impractical. It left us hanging with no solution.

This led us to contact you directly and with guidance from Carl, have steps to figure out the root of the problem. He was the exact opposite of what we had just experienced with the retailer, and very concerned about the reputation of his brand and our negative customer experience.

Rosehill Wine Cellars did not represent your brand well at all. We thought you should know this.

With thanks,

Susan B