

BBB Reliability Report

The Better Business Bureau® Serving Metro Atlanta, Athens & Northeast Georgia

503 Oak Place, Suite 590
Atlanta, GA 30349
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Mechanics Heating & Air Conditioning, LLC

4757 Canton Rd Ste 213
Marietta, GA 30066-3236
Telephone: (770) 425-0000
<http://www.roswellairconditioning.com/>
<http://www.mariettaairconditioning.com/>
<http://www.atlantaairconditioningheating.com/>

The BBB reports on members and non-members. If a company is a member of the BBB, it is stated in this report.

Principal: Mr. Terry Adams, Owner

Customer Contact: Mr. Terry Adams, Owner

Employees: 15

File Open Date: January 2006

TOB Classification: Heating & Air Conditioning

BBB Membership: This company is not a member.

Additional DBA Names

Mechanics Heating and Air Conditioning

Customer Experience

Based on BBB files, this company has a **satisfactory record** with the Bureau. A **satisfactory record** means a company has been in business for at least 12 months, and properly addressed matters referred by the Bureau. The company does not have an unusual volume of complaints, or any government actions involving its marketplace conduct. The Bureau understands and has no concerns about the company's products, services and type of business.

When considering complaint information, please take into account the company's size and volume of transactions, and understand that the nature of complaints and a firm's

responses to them are often more important than the number of complaints.

The Bureau processed a total of 21 complaints about this company in the last 36 months, our standard reporting period. Of the total of 21 complaints closed in 36 months, 19 were closed in the last year.

Repair Issues

Resolved

- 1 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Administratively Closed

- 7 - BBB determined that despite the company's reasonable effort to address complaint issues, the consumer remained dissatisfied.
- 2 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.
- 1 - BBB determined the company provided proper verification that indicated there was no obligation to resolve the issues of the complaint.

Service Issues

Resolved

- 5 - Company addressed the complaint issues. The consumer failed to acknowledge acceptance to the BBB.

Administratively Closed

- 3 - BBB determined that despite the company's reasonable effort to address complaint issues, the consumer remained dissatisfied.
- 2 - BBB determined the company made a reasonable offer to resolve the issues, but the consumer did not accept the offer.

Additional Telephone Numbers

Additional Phone Numbers

Tel: (770) 792-9982

Tel: (770) 528-3335

Report as of June 14, 2007

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If you choose to do business with this company, please let the company know that you contacted the Better Business Bureau for a report.

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or company. BBB reports generally cover a three-year reporting period, and are provided solely to assist you in exercising your own best judgment. Information contained in this report is believed reliable but not guaranteed as to accuracy. Reports are subject to change at any time.