

April 2008

Re: Jeff's Audio Video

To Whom It May Concern:

Recently we had the good fortune of contracting with Jeff and Shawna Huffman, with Jeff's Audio Video, on the purchase and installation of a new home theater system for our home. Our experiences with Jeff's Audio Video have been very positive and we would highly recommend the company for any of your audio video needs.

When my wife and I decided that we wanted to invest in a home theater system, we contacted Jeff's Audio Video and set up an appointment for a consultation. Jeff met us at our home at a convenient time, listened to our needs and requirements, answered our many questions, and gave us a "ballpark" cost estimate for the home theater system which we desired. Approximately one week later, Jeff returned to our home with three detailed bids of varying system costs (good, better & best), along with photos and detailed product specifications on all of the equipment which he was recommending. Jeff also provided us with a CD with all of the photos, specifications and information that we needed to help make our home theater system decision. Jeff did require a deposit check prior to the preparation of our estimates; however the deposit amount was later credited towards the purchase price of our system. At no point was there any sales pressure, just information and advice. Major selling points for us were the emphasis and importance that Jeff placed in providing customer service, before and after the sale, plus the fact that Jeff's Audio Video was a one-stop shop, providing the advice, the equipment, the installation and any troubleshooting that was needed.

Once my wife and I had studied the information and had determined what direction we wanted to go (best), we once again contacted Jeff and within two weeks Jeff had obtained all of our equipment (home theater cabinet, receiver, 2 front speakers, 2 rear speakers, center speaker, sub woofer, 2 outdoor speakers, a docking station for our MP3 player & a universal remote) and had scheduled an installation date.

During the installation of our home theater system, my wife and I were very impressed with the time and care that was taken to install the speaker wiring neatly through our walls and ceilings (a big concern of ours). Both Jeff and Mike were very courteous and professional during the entire installation process. Following the installation of all wiring and equipment, Jeff thoroughly tested the system and provided us training on its use. In addition, all equipment registration and warranty forms were completed and sent to the manufacturers by Jeff's Audio Video.

Once again, we highly recommend Jeff's Audio Video and we look forward to utilizing them for our future audio video needs.

Tommy & Denise
Lawrence, Kansas