

Dear valued customer,

Power Vac/National Duct is Canada's largest duct cleaning service. As such, we take pride in offering a service level rivalling or exceeding the best companies in Ontario. We understand that when important things happen in your life, you should not be worried about the booked duct cleaning appointment.

We hope you also understand that we have incurred costs to put your home into our schedule. Whether the cleaning happens or not, we have assigned a technician, a vehicle and a time slot specifically for you. Your last-minute cancellation prevents us from using these resources for any other ends.

We are not asking you to compensate us for any of these losses as long as you agree to rebook the cleaning with us. If you decide not to, we ask you to pay a \$75 truck charge which is standard in the home service industry..

Again, we appreciate you reaching out to us in the first place. We hope you can settle this by either rebooking a cleaning or sending us \$75 plus HST to cover part of our expenses. We will take measures after that. Either way, please call us at **519-658-4140** and one of our sales reps will be happy to find a mutually acceptable resolution.

With Best Regards,

***Collection Department***  
***Power Vac Ontario / National Duct***