

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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