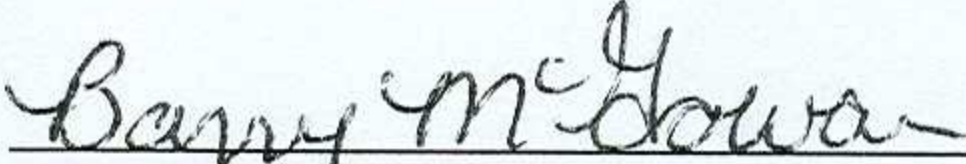
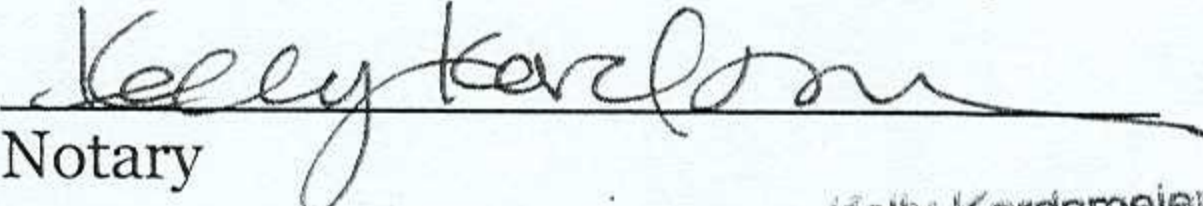


21. The unit was working well when I was completed.
22. Mr. Thurow signed my line 2 on my invoice number 91553 indicating in part "*The work outlined above has been satisfactorily completed.*".
23. The office had me return to the Thurows' for a warranty visit on Saturday, August 4, 2007 as outlined on my invoice number 90704.
24. We do not provide warranty service on Saturday's, however, my manager made an exception for the Thurow's.
25. Again, I found that my new capacitor had blown.
26. I replaced the capacitor in warranty, and added a booster in a last ditch attempt to salvage Mr. Thurow's damaged unit.
27. Mr. Thurow agreed to all services performed.
28. Mr. Thurow signed my line 2 on my invoice number 90704 indicating in part "*The work outlined above has been satisfactorily completed.*".
29. The unit was working as well as I could get it to perform when I was completed.
30. I refute Mrs. Thurow's statement to the BBB that she had called me back out to her home on Saturday, August 4, 2007 as outlined on my invoice number 90704.
31. The fact is that my manger sent me back out for warranty service on a Saturday.

**Further affiant sayeth not.**

  
\_\_\_\_\_  
**BARRY MCGOWAN**

Subscribe and Sworn before me on this 17<sup>th</sup> day of August 2007.

  
\_\_\_\_\_  
Notary

Kelly Kordsmeier  
Notary Public  
Cobb County, Georgia  
My Commission Expires  
July 17, 2010