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BBB Serving the Pacific Southwest
Central & Inland California
Torch Award for Ethics Judges
1010 E. Missouri Avenue
Phoenix, AZ 85014-4585

Subject: Letter of Endorsement for A&M Mechanical LLC – BBB Torch Awards for Ethics

To the Awards Selection Committee:

It is with great enthusiasm and a firm belief in their excellence that I submit this endorsement for A&M Mechanical LLC to receive the prestigious BBB Torch Award. Having observed their operations and experienced their commitment to service firsthand, I can say without reservation that they embody the highest standards of integrity and community responsibility.

My family's introduction to the company began five years ago when we relocated from the northern Virginia area to Carefree/Cave Creek. I contacted three different, highly rated HVAC contractors for their advice on upgrading two heating and cooling systems for our home. Amy and Mark McClure's responses and attention to detail in recommending several options best suited to our specific needs immediately distinguished their company far and above their competition.

We accepted their recommendation which began a valued and trusted relationship that has continued over the years. The quality of their work, responsiveness to regular maintenance and the value of their service has been consistently outstanding.

A&M Mechanical LLC stands out in the local business community for several key reasons:

Exemplary Service & Professionalism

In any business where reliability is paramount, A&M Mechanical consistently exceeds expectations. Their technicians are not only highly skilled but are also notable for their punctuality, transparency, and respect for the customer's home. They don't just "fix problems"; they provide long-term solutions with a focus on quality craftsmanship.

Unwavering Ethical Standards

Trust is the cornerstone of the A&M Mechanical business model. They provide clear, upfront pricing and take the time to educate customers on their options without resorting to high-pressure sales tactics.

Their honesty regarding what is truly necessary versus what can wait is a refreshing deviation from other competitors.

Exceptional Value

Value is often the intersection of fair pricing and superior quality. A&M Mechanical strikes this balance perfectly. By utilizing energy-efficient technologies and durable components, they ensure that their customers receive a high return on investment through lower utility bills and reduced system downtime.

Commitment to Community

Beyond their technical expertise, A&M Mechanical has demonstrated a heart for the community. Whether through local sponsorships, charitable donations, or providing discounted services to those in need, they consistently prove that they are more than a business—they are a dedicated neighbor committed to the well-being of our local area.

A&M Mechanical LLC represents the very best of our local business community. Their dedication to doing the right thing, even when no one is watching, is the exact definition of the 'Torch' the BBB seeks to highlight.

I wholeheartedly recommend A&M Mechanical for the Torch Award. They are a shining example of how a business can achieve success while maintaining an uncompromising commitment to ethics and excellence.

Sincerely,



Robert W. Lively