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To Whom It May Concern:

Taylor Chastain and Up Up and Away Junk Hauling LLC (“**Up Up and Away**”) come with my highest endorsement for the reasons described below.

- a. **Communication.** When I first called Up Up and Away, I was skeptical that I would receive a response. In the past, when I have inquired about junk removal I was lucky to get a “Press 1” “Press 2” response. Worse, I was greeted with “We are unavailable at this time. Please leave your name and number and we will get back with you shortly, only for “shortly” to never come at all. In this day and age, getting someone to help is a challenge in any industry. Hardworking folks are hard to come by. That is why I was impressed when Lizzy from Up Up and Away picked up right away and scheduled technicians to come out next business day.
- b. **Professionalism.** Once Lizzy handed off the reins to Kevin Cain and JP Bartlett the story only got better. They told me, morning of, an hour window in which I could expect their arrival and they followed through showing up on that hour. I did not text an automated bot for updates but the technicians themselves who understood the task and completed it. When there were questions inherent in this line of work, what to pick up, what not to, etc., they easily resolved them with a simple picture sent to my phone.
- c. **Quote.** I thought, subjectively at least, that my job was minimal. I had three chairs, one table, one tent and a few other nic nacs. Before doing the work, the technicians quoted me a price in a non-pressure way. Understanding the quote to be more than reasonable, I confirmed this price and they got the job done.

In summation, finding people to get a job done these days can be difficult. This was not my experience with Up Up and Away. I was very grateful to have this task done and will be calling on Up Up and Away in the future.

Sincerely,

Jacob “Jake” Shumard

Thanks
Taylor!
- JBS