

-Mark,

I just had to share with you a bit about the exceptional service experience I had today - once again at Ride-Away. But then I have never not had an exceptional service experience at Ride-Away in the 18 years I have been a Ride-Away customer.

Although I'd only called for an appointment yesterday afternoon, Buddy fit me in to the service schedule at the time convenient for my schedule, even though it was a summer Friday afternoon when most employees would want to be out the door early. He addressed the small electronic item I had mentioned on my call in a way that was even better than the original, 3 year ago, design. And he noticed a couple of additional small items which he also fixed....a little tightening here and there. He also looked into a longer term issue and took action right away on that.

I had just left, as a thoroughly satisfied customer, when as I drove out of Ride-Away, one more small adjustment question occurred to me. Thinking I'd just ask Buddy that quick question, I circled back around the building to the rear shop entrance. I pulled up, stopped and lowered the ramp to my van as Steve was walking along the back driveway, lunchbox in hand. He was obviously heading out to his vehicle for a much anticipated weekend. However, in pure Ride-Away customer service first mode, he came right over to me and asked if he could help me. I said I had just left Buddy and was stopping back because I had one more quick question. Steve immediately said "I'll get him." He went back into the shop and about 5 minutes later, he walked out along with Buddy. Steve then simply headed off to his vehicle. It was clear Steve just figured that consideration for everyone, even when you are "off duty", is just the way to be. Outstanding! ...and that is typical of the philosophy I have always experienced with the folks at Ride-Away.

Buddy answered my question, clearly as always, made the quick adjustment I was asking about and ensured I understood the why of it....all in less than 2 minutes.

So once again....I experienced the usual Ride-Away service... which is world class customer service! Ride-Away = The best products, the best installation with the best warranty and the best service all in one Place. If only every company had the Ride-Away philosophy of customer service!

THANK YOU!

Janet Z.
Dunbarton, NH
(Londonderry, NH location)