

Ride-Away
5C David Drive
Essex Junction, VT 05452

Attn: Roger Parent

Before we leave our Summer Vermont location for our Florida home, we must thank you sincerely for the timely and friendly service you have provided to us. When our lift failed at the Champlain Valley Fairgrounds on July 2, in 100 degree heat, your prompt response to our call for help was nothing short of a miracle. When we called the 800 number, we feared that we were in for a long and difficult problematic situation, but your welcomed service thankfully proved otherwise.

We had experienced previous problems with the lift, but did not anticipate a total breakdown like we had at the FMCA Rally at the fairgrounds. When the lift failed, we were in an awkward position since we were only in a temporary location and had to move within a short time. We were able to make a temporary method of transporting the scooter until you could repair ours, thanks to your assistance.

After your repairs, and now over two months of continued normal operation following your expert repair and continued service, we are happy to report that the lift is operating without further difficulty as it is designed to provide us with the necessary mobility which is so valuable to us in moving about to enjoy this beautiful area.

We also want to thank your office manager Ms Amanda Dumont for solving the paper trail and enabling you to properly bill and get compensated for your services. Her work on our behalf has saved us from countless telephone calls and letter writing.

As your company slogan says, "WE DELIVER FREEDOM", and we thank you for doing just that!



Carl and Nancy H