

Mr. Mark Lore  
Ride Away

Dear Sir,

Recently, my wife Shirley and I, had such a wonderful and pleasant working relationship with your company that I just had to write and inform you about it,

My wife has suffered with arthritis of the spine for many years and it has progressed to the point that it is difficult for her to walk any distance or stand for more than a few minutes. Although she has had a battery operated scooter, it has become difficult for me to assemble/disassemble to transport it in the trunk of our Toyota Corolla. When we considered the need to purchase a van to transport the scooter, we found the name of Ride Away on our computer, and it had a Maryland location.

We called and asked for information which was sent promptly. Several days later, we received a follow-up call from Keli Goldsborough. What a pleasant lady! and she was the epitome of your #6 Commandment.

She then arranged to pick us up and take us to your Beltsville location. Your staff members Jim and Troy also arrived to set up the ramp to transport my wife's chair into Keli's van. After spending several hours looking and analyzing many vans, there just were none that suited our needs as for size, age, mileage etc. My wife was discouraged and wanted to give up. At this point, your General Manager Sul Albyn came into the picture and gave Shirley the encouragement that she needed at this moment.

At that moment, Troy drove up in a 2007 Dodge Caravan "Pearl Blue" that was just back from a Maryland Inspection.

Shirley fell in love with it, it was just what we wanted and we immediately put down a deposit. It was delivered 7 days later with all the changes that we required.

Upon delivery, "Keli" did a through job in explaining all the "bells + whistles"

What a delightful experience it was, to work with her and all of your staff.

We have now used it on a number of short trips and my wife is delighted with her "new mobility".

Thank all of your staff, Sue, Jim, Troy and especially "Keli" who has offered to call us in the future, to see how we are doing and to answer any questions.

Sincerely,  
Cliff H  
Shirley B.