

To Mark Lore

To begin with I appologize for being so late with this letter.I had lost my notes and buiness cards and just now found them.

In November, my wife and I bought a 2004 Ford conversion van from your Ridaway facility in grey,maine.they installed a lift and transfer seat.From day ONE we were treated by very professional people.From barry linder,connie adams,barry vital,john hellman, and wendy gillomen.Everytime I called there was always a friendly voice on the other end.They would answer all my questions promptly.

On January, my wife and I was at a walmart store and had some trouble with the lift while transferring her into the van It took a little while but I finally got her into the van.Due to my wifes disabilities ,the van and lift is the only mode of transportation and I had to get it fixed real soon.The rideaway facility is about three hours away so I drove down early the next morning.I called barry about half way there and he said no problem come right down and we'll take a look at it. When I arrived,the garage was full and all the mechanics were very busy.I talked to barry(mechanic) and said he would fit me in.I only had to wait about four hours to get the van fixed and I thanked them all for helping me out.

First impressions are the lasting ones,needless to say we were very impressed with the facility and the amount of professionalism and positive attitude displayed by your people! We would highly recommend your facility to anyone. We have used ridaway a couple of times since then and have always been treated the same. We are thankfull for such a great place to go for service.Please pass on our thanks to all the kind people at your facility-we really appreciate it.

Thankyou

Mike and Bev C