

Dear Jim,

Our society is so quick to complain about negative experiences, but we wanted to make you aware of our wonderful experience with your store.

We came to your business in such a desperate situation and Ron Kelly [Mobility Consultant at our Tampa, FL location] took our call. Our daughter had power chair that was much too heavy for our vehicle. Ron was sweet enough to go over our options with us. He took the time to listen to our needs, question our daughter's abilities and suggest multiple options that fit our families' needs right now.

Not only was he instrumental in finding us the adaptive equipment we needed at an affordable price but also offered suggestions for helping us find the right vehicle to be adapted (& can be adapted for her future needs). The whole experience went so smooth, thanks to Ron. We were so impressed how he went above and beyond what is expected from a salesman. He was more like a counselor or family friend, calming all our concerns & never making us feel pressured about anything.

We had contacted several of your competitors, prior to choosing your company but Ron's ability & knowledge are truly what sold us on Ride-Away. As our needs increase, we will certainly return to your company for all our adaptive equipment & service for our vehicle.

Sincerely,

Rob & Kim F.