

Peter,

While on vacation with my family in Williamsburg, as well as many other places, we had some trouble with our new VMI Mark I UVL. Being away from our home in Houston, away from our service center, and the fact that my 9-year old daughter could not use her wheelchair without a big hassle, made this situation very stressful for me. The need to get the issue corrected was urgent as this was the beginning of our vacation and we had many more places to visit.

I contacted your company and spoke to Monica about our issue. From the time I picked up the phone to make an appointment, which was for 8am the next morning regardless of the work you already had scheduled, to the time your staff had corrected the problem and sent me on my way, I was treated with the utmost respect and courtesy.

Please express my gratitude to you staff for working me in, the excellent customer service and the all around respect that I received during my visit to your facility. VMI should be proud to have you as a qualified dealer and repair center. The next time I am in the area and issues arise, I know who I will call for help.

Someone once told me that "A company doesn't exist. A corporation is a legal fiction that lawyers have created. What does exist is the collection of a great group of people who come together for a part of their lives - people who have common goals and objectives. The company can never be better than the people." Keep up the good work.

Sincerely,

Kelly W. & Family