

11/26/01

Dear Alexanders,

I just wanted to thank you very much for doing such a good job repairing our 1996 red Dodge Intrepid.

When I came to pick up the car, it was not done as expected and you gave me no problem in repairing it correctly the next day. (There was a 2 inch 'line' by the dent and also noticeable orange peel.) Also, thank you for taking care of the communication with my rental car. I had to keep it an additional day because of my car needing additional work and you took care of that for me...which I did not expect!

We really take good care of this car and when we got hit with a riding lawn mower that flew off the back of some guys trailer, I was really stressed out.

Now, my bumper looks fantastic and the car door looks almost as good as new!

We appreciate your professionalism and quality work!

Sincerely,

Karen & Rick Capron

Dear Nick Alexander & Coworkers,

1/7/96

I don't know if you would remember me by name but I drive the red Honda Civic that you repaired last spring. Since that time, I've been in several times for minor problems that you've so quickly taken care of, even when it's been on the spur of the moment. I'm so impressed with your honesty and generosity and feel your business defines what Excellent Customer Service really means. Thanks for taking care of me and my problems. Hopefully you won't be seeing me for a while, but as long as I live in this area I wouldn't dream of taking my car to anyone else and I spread the good word about you making sure my friends & family feel the same way!!

Only wish you really knew,
How many thanks this brings to you!

Thanks again,
Lori Spidle