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The team at Benco Equipment Sales
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Greetings

This is an unsolicited letter of thanks to Bob and the team at Benco Equipment Sales. I live in rural eastern Ontario and purchased a Pro-Park 7 lift from Benco Equipment Sales back in October 2005. Although a local distributor exists, I chose to purchase from Benco Equipment Sales mainly for the great price that they offered. In the back of my mind, I did wonder that if I ever needed after sales warranty service, would I be taken care of? Or would I be left to fend for myself way up here in Canada if support was required, which is more common in this day and age of "customer service".

On 13 November 2006, my Pro-Park 7 lift became unserviceable and it was apparent that the fix was going to involve a new "runway". A runway is 14 feet long by 2 feet wide and weighs in at about 400 pounds. Although the unit is under a 5-year warranty, modern life and experience had conditioned me to be ready for a "fight" to get long distance support.

Needless to say, Bob and the team at Benco Equipment Sales were onto the situation immediately after I made initial contact with them. My unit is now back in service with a new runway in place. I did not have to pay one red cent for the new part, either in shipping or any duties or taxes at the border.

Thank you Bob for your patience and support during this evolution. I cannot stress enough how satisfied I am with your level of customer support. My friends and fellow car club members have also stated how surprised they are with the "zero hassle" after sales support your team provided.

If anyone reading this letter is thinking of purchasing a lift for their hobby, they will be totally satisfied with their purchase through the fine folks at Benco Equipment Sales.

If you wish, feel free to post this letter on your web site.

Thanks again, and Merry Christmas.

Mike Stortini
Batawa Ontario