

Greetings,

I recently contacted your company about a Hayes brake controller that had failed after 11 years of faithful service. I emailed your Tech Support folks on a Thursday evening and received a reply early the next morning. On Friday I called the phone number supplied and talked to John in Tech Support. By Wednesday of the next week, I received a replacement unit by UPS.

This note is to express my gratitude not only for the way that you stand behind you products, but also to thank you for the courtesy and professionalism demonstrated by John (I wish that I had asked for his last name). It's been a long time since I have had the pleasure of dealing with an American company, Tech Support that doesn't come from somewhere overseas and an employee (maybe he is the President) as nice as John. I have already related my positive experience to friends and relatives and will continue to be an ambassador for Hayes products. My thanks go out to all who make your company what it is.

God bless America,
Richard Roberts
Grandview, Texas

P.S. I just realized that you are located in Alabama. That explains a lot.