

Sam Van Schoyck
6977 Township Road 319
Millersburg, OH 44654

Mr. Shetler:

I believe it is unfortunate people so seldom make an effort to inform someone of a job done well. It is perhaps more unfortunate that occasions of exceptional work or service are not more common today. I felt a need to make you aware of the exceptional service recently provided by representatives of Mt. Hope Tractor.

As background, I engaged Mt. Hope Tractor to overhaul and restore a 1957 Ford 860 tractor. The process required eight months, and as is common with such projects, was more extensive than expected. In mid-October, the work was complete, and the tractor was delivered. It looked so beautiful, it was hard to believe it was the same one that left our farm eight months earlier. Roy and Aaron had done a remarkable job. But, the story does not end there.

Two days later, we used the Ford to mow pasture. After two hours, we suffered a major breakdown. It matters not what the problem was, nor whose fault it might have been. What is extraordinary are the events that occurred afterward

It was almost 4:00 p.m. when I called for Roy. He listened to my description of the break down. He then said, "We normally shut down about 5:00, but I want to come to your place yet tonight and see the problem. I also want to help you get your tractor to the barn for the night." At 5:15 p.m. when they should have been home with their families after a day of work, Roy, Aaron and Luke pulled in our lane. Soon, we were in the pasture assessing the problem. A temporary repair allowed Roy to drive the tractor to the barn. Once that was accomplished, we discussed the issue including what might have been the cause and how best to fix it. Roy and Aaron listened to and respected my opinions. A solution was determined that included the fabrication of a new part. Roy said they would be back in a few days. He and Aaron wanted me to know that Mt Hope Tractor would bear the cost of the repair because "even if we didn't cause it, we should have caught it during the restoration."

As they drove out the lane that evening, I remarked to my wife that their coming out after work to help us meant the world to me. I could not have asked for better customer service, and, they could not have been nicer or more caring in how they treated us.

A few days later, Luke and Aaron returned with the new part, and soon the tractor was fixed. Just when I thought they were finished, Aaron opened a container of paint and with an artist's brush, touched up any scratches or mars that had occurred during the repair.

I thanked Aaron for Mt Hope Tractor standing behind their work. He said you had taught him that if you do not stand behind your work, you soon will have no work. I was not surprised to learn where this business philosophy originated. A company and its employees always reflect the ideals and values of the owner.

And so, in me Mr. Shetler, you have a satisfied customer. I will repeat what I told my wife that night. The fact these three men came to our farm after hours and helped us get our tractor safely in the barn meant the world to me. The fact Roy and Aaron took responsibility for their work and the subsequent repair was also appreciated. I will trust you to pass on our gratitude to them. Thank you.

Sincerely,

Sam and Diane Van Schovck