

CHOOSING THE RIGHT DEALER



Main Office:
9389 Natural Bridge Rd
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1-888-965-3100 (toll free)
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CRITERIA FOR ASSESSING PROSPECTIVE PROVIDERS:

- Your provider must listen to you.
- Your provider should be a problem solver and actively support your solution process.
- Your provider should have the resources necessary to support a long-term relationship with you.
- Your provider must reflect a genuine service ethic in dealing with you.

KEY QUESTIONS TO ASK TO SUPPORT YOUR ASSESSMENT:

- Can the provider help you identify all your options in order to support the design of the most cost-effective solution?
 - Do they have convenient locations?
 - Do they offer rental vehicles in the event that you need them?
 - Do they offer both new and used vehicles to meet your budget?
 - Do they have equipment displays so that you can test possible solutions?
 - Do they offer a comprehensive array of product choices for both vehicles and adaptive equipment?
 - Will they assist you in identifying funding sources?
- Does the provider reflect the highest industry standards and practices?
 - Are they a member of the National Mobility Equipment Dealers Association?
 - Do they subscribe to a Quality Assurance Program?
 - Will they serve as your resource for Mediation and Complaint Intervention?
 - Are their products compliant with industry crash test standards?
- Is the provider reliable?
 - Do they offer a Written Satisfaction Guarantee?
 - Are their technicians factory trained and certified?
 - How long have they been in business?

- Are they willing to share customer comments / testimonials?

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- Do they offer peace of mind?
 - Do they offer 24 Hour Emergency Assistance?
 - Do they offer Extended Service Plans?
 - Do they have an extensive parts inventory?
- Will they protect your assets?
 - Do they have Liability Insurance?
 - Do they have Garage Keeper insurance?
- Do they reflect a genuine service ethic?
 - Do they have a positive, “can-do” attitude?
 - Will they ensure that you are completely satisfied?
 - Will they seek to foster a long-term relationship with you?
 - Are they easy to contact and do business with?



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