

# PERFORMANCE GUARANTEE



## PARTS

- ◆ Replacement Yale "Master Parts" will be supplied by Riekes Equipment within 24-hours or the part will be free (when ordered by 3:00 pm CST business days).
- ◆ All Yale and Premier parts purchased from Riekes are guaranteed for six months.

## SERVICE

- ◆ Riekes provides 24/7 service using trained technicians. We will respond to your emergency call within two hours or the first hour of labor will be free.
- ◆ Customer Operational Maintenance (OM) will be completed within 10 business days of the due date or there will be no standard OM labor charge.
- ◆ Riekes guarantees the correct completion of a repair at the time promised or you will get a free loaner fork truck until repairs are complete.

## RENTAL

- ◆ If Riekes does not have your rental unit at your site at the promised time, the delivery charge will be waived.
- ◆ Riekes has over 300 units in our standard rental fleet. If we are unable to supply a rental unit from our fleet on the date needed, a certificate for one days free rental will be issued.

## EQUIPMENT SALES

- ◆ If any new or used fork truck does not perform as represented during its first 30 days, and Riekes does not remedy the situation, we will buy it back for the full purchase price.
- ◆ We support Yale's factory warranty of its equipment that includes repairs of defects in workmanship and materials for two years or 4,000 hours. Extended warranties are available.
- ◆ We support our other quality vendor warranties on all power products and storage/handling products and will provide copies as required.

## FLEET MANAGEMENT

- ◆ After performing our Riekes Fleet survey and analysis we will present our Fleet Plan that guarantees at least a fifteen (15%) cost savings in the first year.
- ◆ If our Fleet Plan is implemented this valuable survey and analysis is free.
- ◆ Utilizing quarterly analysis and written reports Riekes commits to continuous improvement in your total cost of ownership. There will be no hidden costs or surprises. No exceptions.

## COMMITMENT

- ◆ Riekes people have the authority to solve your problems. If a concern remains after 24 hours, your issue will be placed on the President's desk for immediate attention.

## THE RIEKES DISTINCTION: A DEDICATION TO CUSTOMER SATISFACTION

*Duncan J Murphy*

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**RIEKES EQUIPMENT—SOLVING CUSTOMERS PROBLEMS SINCE 1936**