

Joe,

The truck is running great! I was really pleased with the overall experience and dealings I had with you and Apex. It's not every day I drop 100k to buy a truck sight unseen! There definitely has to be some trust and assurance that the product is what you claim it to be, and I wasn't disappointed.

The fast, knowledgeable and thorough responses I received both by e-mail and phone, to my many questions made me realize that I was dealing with a highly professional and trustworthy company. Upon request I was provided with the documentation, I insisted on-a snapshot of the truck computer readout, a thorough and detailed checklist of all the items that were inspected and repaired or replaced, the DOT inspection, a copy of the warranty and more.

Your website is one of your biggest assets. It's modern, professionally designed and maintained; as well as highly visual and graphic, with many large, clear, detailed photos and videos of each truck. It's easy and actually kind of fun to navigate, and also transparent and allows customers to see their truck from all angles. It contains all the information about your company anybody would want to know. It's obvious that you put a lot of effort and take a lot of pride in upholding an image of professionalism and competence, you are truly doing your best to turn out a quality product

The before and after pictures of the truck I purchased are remarkable, after the excellent paint job (no sloppy overspray), the truck looked new. But most importantly the checklists and assurances from you

regarding the thoroughness of the mechanical checkout and the documentation to back it up made me confident that I was buying a quality product.

Your customer service is second to none and after taking delivery of the truck, we realized that bank had made an administrative error and that the title was sent to the wrong department. Meanwhile, my temporary tag expired, and despite not being responsible for the bank's oversight, after calling you up, you sent me another temp tag, by overnight UPS, no charge to me. Your responsibility ended when we picked up the truck, yet the follow up e-mails a day or 2 later to make sure my driver was safely on his way to Maryland without any glitches and then providing us with another tag demonstrates your willingness to follow up after the sale, a winning formula for retaining customers.

You can be assured, that if I'm in the market for a truck in the future, I will definitely be calling Apex!

Bill Marvel  
Takoma Tree Experts