

Letter of Appreciation

March 1, 2013

I am retired and have difficulties to move around. Last month, I decided to purchase a scooter and by mere luck found the Discover Your Mobility from the internet.

Being a senior and knew nothing about scooters, I largely relied on the sales person, Michael R. Woods, to pick up my ideal mobility. And I am lucky again! He seemed to be an expert in dealing with picky old stubborn fellows like me and I enjoyed every minute discussing detail with him.

My first choice arrived shortly after my decision. I was satisfied with the smooth arrangements from transportation (NY to CA) to acceptance. But, unfortunately, I was not happy with this scooter because it was too heavy and big for me. I was told not to worry about the returning procedure and the refund etc. Michael helped to return it and pick up my next choice. In about a week and a half, the first scooter was taken away and my new scooter was shipped to me. I was not charged an extra penny.

I enjoyed both my new scooter and the procedure of purchase!

All I want to say is: Thanks, Michael and thanks, Discover Your Mobility!

Henry Deng

From Fremont CA