

## **Letters from Our customers:**

Mr. Shawn Gookin,

I'm writing to let you know how satisfied I've been since your company installed a much needed chair lift in my home. It has made my wife's restricted movement easier to cope with. They say if you want a successful business it comes down to location, location, location. I'm 85 years old and believe, great service builds great businesses. I'm not sure if you remember me, I was ready to purchase a chair lift from a company that advertises in the Sunday paper. Being on a fixed income, I was shocked at the price the other company quoted me and had to delay my purchase. At a family gathering, I learned about 2 stair lifts installed in a home in Arlington. Everything I was told about you and your company was true. You take pride in your work and deliver quality. Your dedication to a high level of service and ethics toward the elderly should be commended and noted. My wife and I want to thank you for all you've done.

Evan Caraganis Chelmsford, MA

Shawn,

It really was a pleasure doing business with you. I would like several brochures and I will be very happy to recommend you. Thanks for restoring my faith in contractors. You and your staff did a great job. Sincerely,

Mr. & Mrs. S. Belmont, MA

Shawn and Karen:

Happy New Year to you.

The stair lift has been a true God-send and we want you to know we truly were overwhelmed at your kindness in installing the unit in early December knowing we would not be able to withdrawal from our RMD until early January. In that one month period the stair lift saved us both so many aches and pains. If you need any references as to your company, StairLift HeadQuarters, (your manufacturer) Sterling Stairlifts, or your installation abilities – please let us know.

Again, thanks for a job well done and all your kindness,

Regards,

Joan & Al Martino, Hillsboro, NH

Dear Shawn & Karen

As I live alone a lot of the time, and am 83 years, I still want to sleep upstairs. Your stair lift is just what I needed. You were a great help. I wish it would go faster – so my grand kids say.

Sincerely,

Joe H, Jaffrey, NH

Dear Shawn & Karen,

My mother wants to thank you. She says your wonderful and she appreciates your service and the wonderful people you are. Thank you. It is great working with you. Thinking of you and your family.

Mildred D., Weston, MA

### **Testimonials:**

Wonderful service - that doesn't stop with the sale and installation. Very helpful people - old world commitment and courtesy.

Fran & Bob MacDonald, Windham, NH

Lowest prices and quick installation made our choice easy. Two straight stair lifts installed without a hitch!

Neville H, Acton, MA

I have added 2 stair lifts. This is the best investment I have ever made. These keep me in my own home. I don't think you could find any company who could treat you better.

Theresa Matson, Arlington, MA

We have been more than pleased from the installation in 2006 of two chair lifts to the service received since. Calls are returned promptly and issues dealt with speedily and graciously. We highly recommend StairLift Headquarters for high quality service.

- S.C.O. Lowell, MA

I love alone, this stairlift made that possible. Cost is lower than expected, service was excellent and the chair lift is awesome.

Bob T., Ayer, MA

The stair lift works fine. Praise for the installer and for all the StairLift HeadQuarters people we dealt with!

James S, Concord, MA

StairLift HeadQuarters' service and advice has been invaluable to me. Having their stair lift in my home has enabled me to live a more normal existence... I will be forever grateful.

Florence G. Franklin, MA

I ordered a stair lift in 2005 just days before my husband's discharge from a critical care rehab center. The chair lift was installed the very next day along with detailed instructions on its care and use. After my husband's return home, we both agreed we needed a more aseptic chair cover than what we had at present. We called one day and the matter was taken care of the very next day! We received free of charge a "replacement chair" of our choice - not a chair cover! My husband died in 2006, but the chair is still in use ... I have severe arthritis. I so appreciate the continued care shown to me, knowing I can always depend on this company maintenance and repairs for the life of my stair lift! Thank you! Thank you!

- T.M. North Andover, MA

It's excellent ... the installation was perfect!

- Paul R. Brentwood, NH

I am so happy with my chairlift. I sit on it and ride down cellar – put in a load of wash etc and ride up with the laundry basket on my lap. I am glad I own a Stair Lift.

- Gloria C. Lynn, MA

We can't tell you how pleased we were with your service and also how everyone was so pleasant. It was a blessing to have the stair lift at a very difficult time - Thank you so much!

- Paul & Marilyn Q. Salisbury, MA

StairLift HeadQuarters has been absolutely great during and after the installation of two chairlifts in our new home. Reliable and delivers excellent value in both product and service.

-Andre D. Campton NH

After using my stair lift for over a year No Problems, comfortable ride, and service has been good.

Mary Ellen L. Laconia, NH

Extremely satisfied with the prompt service, clearly explained the operation of the unit and PRICED RIGHT!

- Joseph A. Medford, MA

We can't tell you how pleased we were with your service and also how everyone was so pleasant. It was a blessing to have the stair lift at a very difficult time - Thank you so much!

- Paul & Marilyn Q. Salisbury, MA

Thank you for outstanding service and installation with your expert staff. We were very, very pleased in our time of need.

Thanks again.

- The Bright Family Revere, MA

We made an appointment, they were on time and most reasonable from the time they come out till the time of installation. The professionalism was OUTSTANDING! Dependability is extremely important to me and the stair lift is extremely dependable. I would highly recommend StairLift HeadQuarters.

Thank You.

- Jill B. Townsend, MA

A few months ago, my wife fell and broke her hip. Our house is a raised ranch. She would need a way to manage stairs for a short term. We leased a lift from StairLift HQ. It was ready for her when she got home. When she could manage the stairs again, they came and took the unit out at no additional cost. I would recommend StairLift HQ HIGHLY.

- Perley A. Chester, NH

We are very satisfied with our chair lift - I don't know what we would do without it. We also thank you for the wonderful service.

Thank You.

- Alban & Aline Banville Lowell, MA

The most important thing about the stair lift is the competence of the installation. The stair lift is the most quiet stair lift that I have ever had and I have had quite a few. The customer relations and the promptness of keeping an appointment is also very important. You will not be disappointed when you use StairLift HeadQuarters.

- Marilyn B. Norwood, MA

I couldn't have been happier with the service, prices and installation! As we were dealing with many of my mom's health issues, the staff was so quick to help us and meet our needs with so much compassion. I wouldn't hesitate to use StairLift HQ in the future! RATING = 10!

- John B. Salem, NH

Without our stair lift it would be almost impossible for my husband to get out of the house. The stair lift is very reliable and the staff at StairLift HeadQuarters are helpful, responsive, and always there to work with us. In addition, StairLift HeadQuarters' prices were far better than the nearest competitors. I would recommend StairLift HeadQuarters to anyone considering a stair lift product.

- E. B. Harvard, MA

Your product is wonderful! The stair lift helped to "normalize" our household during my husband's illness, allowing him to enjoy both levels and make use of our second floor bedroom. The lift worked perfectly. We are appreciative of your excellent service.

- M.E. Cormier Stow, MA

The Stair lift was installed on a Monday night the following day my wife used it to keep a Dr.'s appointment. On Thursday she used it to go for a ride with me.

- Alfred M. Haverhill, MA

The whole process from first contact through installation was a very pleasurable experience. The stair lift works flawlessly. Thanks!

- John K. Chelsea, MA

The stair lift has been of a great help and assistance for us in many, many ways – for my husband for whom we had it installed, but also for my own convenience. We appreciate the courtesy and care of the installer and recommend StairLift HeadQuarters whole-heartedly!

- Ruth K. Newton Highlands, MA

The chair lift has been an essential part of my husband's life. He is now able to join the family and get to all his medical appointments. The lift is an excellent product. The staff at StairLift HeadQuarters was supportive from the first phone call. Their advice was sound, prices low and service excellent. We thank them.

- C.R. Framingham, MA

Our stair lift enables us to stay in our home. It made cape style home, basically, into a ranch style home. Now, in our mature years we can once again utilize our upstairs with no more aching legs from climbing stairs. StairLift HeadQuarters prices were fair, reasonable and their concern for our needs was much appreciated. The installation was timely and well done. We're WILD about our stair lift!

- Joan M. Hillsboro, NH

You have most helpful and pleasant to me and for all my needs. The stair lift has helped me to get in and out of my home even during our power outage. Thanks for being there whenever I needed you.

- Anne M. Dracut, MA

The equipment worked like a charm all winter. Thanks for your efforts.

- J & D, Andover, MA

Friendly and professional installation. Highly recommended for the elderly and disabled. This project has significantly made our lives easier and better.

-KK Stoughton, MA

I love my stair lift! It makes it so much easier to go down the stairs – no stress, no worries! Thank You!

- J. Lapointe Lowell, MA

I am VERY HAPPY with my stair lift and was very pleased with the installation and service. It was also pleased with the price in comparison to other companies. I found your company very attentive to my needs and request and quick responses. Thanks!

Brenda N., Westwood, MA

My Wife and I appreciate the convenience of your stair lift very much. It makes it easy to come and go any time because stairs would be difficult, if not impossible at our age. Thank You!

Alfred C. Hudson, MA

I shopped around for a stair lift and selected StairLift HeadQuarters because of their lead time to install the lift was the fastest. I'm very happy to say the quality of the product and workmanship was outstanding. The service was very responsive, complete and courteous. In addition, the cost to install, use and remove was much less than the other competitors. To have this type of service during a stressful time was in its self a blessing. I have recommended StairLift HeadQuarters to other people I know who need stair lifts.

Carroll C. Revere, MA

My stair lift expanded my world. I would have bought it sooner if I had known how reasonably priced it was!

Bob White Tewksbury, MA

I am glad I have the chair lift. We live in a split entry house and with this lift I am able to go out more often. Thank You!

Ruth M. Litchfield, NH

Customer service was excellent! The stair lift works so easily and turns my stairway into a joy rather than a painful effort. I highly recommend it!

Charles R. Fremont, NH

Because I am a senior citizen the chair lift has been a great help to me for going upstairs. It also helps to bring supplies from the first floor to the second floor.

Ruth P. Swanzey, NH

Shawn and his team were responsive and flexible during the entire process – helped us select the perfect stair lift for our needs and got it installed on time.

They were a pleasure to work with. The stair lift is working perfect. My father-in-law loves his new mobility and freedom – getting upstairs has never been easier.

Harry & Kathy V. Center Harbor, NH

My stair lift has improved my quality of life greatly. I have peace of mind knowing I don't have to climb the stairs – more so coming down the stairs. Some of my friends use it when they are visiting me. Three Chairs For Stair Lifts!

Lillian H. Lowell, MA

Jim and I were very happy to deal with a caring person like Shawn. He gave us our options, did not pressure us to get stuff we did not need. The stair lift allows Jim to go upstairs. Thank you very much!

Jim D. Peabody, MA

My social worker at Whittier Rehab Hospital made the call and got all the info needed. StairLift HeadQuarters came down installed it before I arrived home. Great job. Thank you again StairLift HeadQuarters.

Margaret H. Methuen, MA

Everything works great! If anyone needs your services I'll give them your number. Thanks.

Ron L. Lowell, MA

StairLift HeadQuarters has helped my husband and me to stay in our own comfortable home, close to our family and friends.

Thank you so much!

Helen M. Medford, MA

Thank you for installing the stair lift. Without the lift my mother would not be able to come home from the nursing home. The stair lift made her more independent and safe.

Gayle J. Malden, MA

My Mom came to live with us... so I needed a temporary chair lift. After speaking with the major stairlift manufacturers I came across StairLift HeadQuarters – I'm so glad I did. I was able to rent what I needed for a

fraction of what a new stairlift cost. I had the option to convert my rental to a purchase at any point with most of the rental cost being applied to a purchase. Had I take the option to purchase, the purchase cost was as good as any. Installation and removal was done professionally, but with a personal touch. This company is really out to help people with mobility needs and not just make a buck. I would highly recommend them.

David M. Wakefield, MA

I am very happy with the stair lift because without it I wouldn't be able to have my mother over my house and she is the most important person in my lift. You made my life much easier. Thank you for the great job and service you give me.

Elizabeth N. Worcester, MA

I had been in a nursing home/rehab unit for over a year and I had been waiting for a handicap/disabled housing to open. I was told there would be a two year waiting list. A friend asked me to move in with him but his apartment was on a second floor. The stair lift made it possible for me to start my life anew.

Irene P. Leicester, MA

Friendly service, prompt and efficient installation, and a good product at a reasonable price. What more can one say?

Gordon G. Bernardston, MA

The stair lift was ordered by my husband when I was in rehab. I thought he was crazy but now I know, I was! The stair lift is terrific and has made my lift so much easier!

Ann T. Medfield, MA

I purchased a stair lift from StairLift HeadQuarters - it has been a great help to me. I recommend this company to do business with, for their low prices and fast, expert installation, and their service is unbeatable. One satisfied customer!

Maureen F. Greenville, NH

StairLift HeadQuarters has helped making life easier. The management of this fine company is outstanding.

S.V. Prides Crossing, MA

StairLift HeadQuarters' prompt and professional service was deeply appreciated by Mom. The chair allowed her to live more independently.

Celeste M. Nashua, NH

The stair lift is extremely helpful. The service is courteous.

Timothy N. Taunton, MA

The stair lift has helped both my husband and me. It has been a Godsend. I praise the day I found your ad in the Senior Citizens News.

Gloria G. Chelmsford, MA

Shawn from StairLift HeadQuarters was wonderful. They made sure to install the chair lift at our convenience and explained its operation patiently with my mother. We were so pleased! He was a delight to work with. Thank You.

Lillian P. Jamacia Plain, MA

The price was one of the least offered. We are very pleased with the stair lift. It's been great for my husband getting in and out of the house. The time and energy saved is wonderful. The customer service has been exceptional. When they came to the house it was snowy and wet, we couldn't believe they took their shoes off at the door. They're a nice group of people to work with.

Walter & Cathy A. Dracut, MA

I can not say enough good things about this company. They interacted with my 90 year old father in a very respectful and patient manner. The lift works great and helps my dad a lot.

Martha Coravos, Dracut, MA

Such good service and such pleasant folks to deal with!!

Kathy R, Lowell, MA

The stair lift enabled my Dad to continue to use the laundry facilities in his basement, as well as his workbench and freezer. It was a wonderful addition to his home to allow him to remain independent and enjoy the comfort of his own home! Thanks!

J.S. Plymouth, NH

We... had the opportunity to use your char lift ... both serviceman who came here were excellent.

Louise C, Littleton, MA

I love the swivel feature, with a click of the button the chair turns automatically. I also like the way it folds up and is out of the way when it is not in use. It is very convenient.

Mario G, Sutton, MA

I really love my stair lift and Shawn has been a gem... He responded immediately.. I have told everyone who has asked about him and Karen.

Elizabeth S, Belmont, MA

I reached the time in my life when I could no longer climb to my second floor bedroom. To move my bedroom to first floor wasn't feasible and so I opted that a stair lift was for me. It was the best investment I ever made.

Alice D, Dracut, MA

The stair lift is the best thing that I purchased for my home. I would not be able to live in my home without it. The maintenance is very good!

Mary G, Gloucester, MA

This product is very reliable. I have had no problems in three years. I recommend StairLift HeadQuarters very highly.

James D, Amesbury, MA

Customer service, promptness of installation, and the caring attention of this unexpected need is truly a blessing. Shawn and Karen give you the feeling of family. God Bless.

Phyllis M, Needham, MA

Their service is the best – they always answer your calls! The stair lift has made it possible for my daughters and myself to be able to go out again.

Ann M, Chelsea, MA

After suffering a stroke - August 2008, my legs were weak and I was unsteady –needed cane. Since I live on the second floor, I don't know what I would

have done with out the chair lift; especially when I have bundles to carry. The best thing I ever did for myself!

Therese H, North Andover, MA

My experience with StairLift HeadQuarters and Shawn was very pleasant. He was honest and caring. When I felt that my world had tumbled after my accident he put it back together. Thank you.

Jean D, Billerica, MA

The stair lift has been a blessing. Your people are so kind and easy to talk too. Thanks ever so much!

Ron M, Londonderry, NH

Service Very Good - Would recommend them any time.

Elaine E, Natick, MA

Skiing accident (femur) 19 years ago – Recently prevented me from going up and down the 13 stairs to my room. With the stairlift I can easily overcome this disability. My stairlift to the STARS.. I am 91 years young.

William Q, Marlborough, MA

We are so pleased with our stailift and the service we received from StairLift HeadQuarters. We have already recommended them to a friend. They are also satisfied. Shawn & Karen are simply the best. We are forever grateful. They had the best price and overall program.

John & Judy Daniele, Millis, MA

Recently we purchased and installed a Sterling Stairlift from Shawn. The entire process, design and implementation went smoothly. It was a pleasure dealing with his prompt, knowledgeable, and professional service – outstanding. Thank You.

Donna & Ray P, Marblehead, MA

The chair lift works wonderfully and makes such a difference for my mother. Thank You!

Shirley N, Hingham, MA

Awesome to work with. My mother was coming home in a week and StairLift HeadQuarters had the installation complete and ready for her. Made my mother's transition back home seamless!

Pam D., Worcester, MA

We own 2 lifts and couldn't be happier. The stairlift is an exceptional product, but the personal service from Shawn & Karen makes all the difference. Shawn insisted on servicing our lift at 10 PM on evening when I called because I dropped the remote in the track but with my instistance he came bright and early the next morning. He is pleasant, professional and completely stands behind 100% satisfaction. We highly recommend StairLift HeadQuarters..."

Jack F, Belmont, MA

Because of Arthritis and other aging issues I'm very happy I have (my stairlift). Certainly, better than moving my bedroom downstairs.

Terry N, Goffstown, NH

Originally we had the stairlift put in for my husband, who was very disabled, However ..I have had problems climbing stairs so I use it. God Bless StairLift HeadQuarters. I would have had to sell my house and move to assisted living. Thank You.

Lisa C, Medford, MA

We selected a special, curved stairlift in order to accommodate a right angle turn, allowing for full use of the finished basement where my wife has exercise and therapy equipment used daily. Shawn made several trips to assure that (1) we selected the correct stairlift to make the basement fully accessible but with a small "footprint" so the stairway is also fully useable (2) measurements were exact (3) installation was precise (4) Chairlift functioned perfectly and (5) usage instructions were clear for BOTH of us. He returned often to check the stairlift's operation. We couldn't be happier with the stairlift AND with the service!

Michael G, Newport, NH

This is an outstanding company! Their service, prices and chairlifts are exceptional. I compared their prices to a well known chair lift company – StairLift HQ was considerably cheaper. Shawn has always fixed any problem

quickly and Karen is delightful on the phone.

Jane V, Wellesley, MA

On short notice my 85 yr. old mother moved into our home. Shawn was able to find and install the two lifts we needed and had everything perfect before Mom got here. Shawn has always answered our needs, when we call, with immediate and extremely kind service. I am extremely pleased with the product and service. I have recommended StairLift to my friends. Thank you Shawn.

Susan C, Bedford, NH