

WHERE CREDIT IS DUE

STANDARD HORIZON

I have owned a Standard Horizon (www.standardhorizon.com) handheld VHF for 10 years, if not more. Normally, I carry the radio on my belt using the belt clip. During a recent sail, the screw and knob on the radio that attached to the belt clip came off and were lost. Fortunately, the radio was not.

I e-mailed Standard Horizon Marine Electronics to order the replacement parts and got a very quick response from Devin Massens in the Product Support Department. Devin said he would mail me a new complete belt clip assembly at no charge. Four days later, it arrived in the mail.

This is an example of excellent customer service and a company standing behind its product, even years after the purchase.

Pete Chambliss
Dreamweaver, FP Belize 43
Crownsville, Md.

GO LIGHT

A word of praise to Go Light (www.golight.com) and Curt Smith. The handle on my Go Light searchlight

separated. With one e-mail, I got a quick reply from Curt Smith of Go Light. The light was immediately on its way to the factory, repaired, and returned in no time at all. That is what I call support. Thanks Go Light.

Thaddeus B. Kubis
Aphrodite, J/46
Jamestown, R.I.

NAVPOD

In this day and age of interminable voice-mail trees and surly customer service, it is truly refreshing when someone actually says "I can help you." I just had such an experience with NavPod (www.oceanequipment.com).

After placing an online order for a binnacle guard and NavPod for my chartplotter, the dealer contacted me, stating that the line was being phased out and offered to send a new unit. Apparently, there was some confusion between the rep and myself over the fact that I had a widescreen Raymarine C120. Several weeks later—after the installation, rewiring, etc—I discovered the NavPod would not fit. I e-mailed the vendor and NavPod.



Reader Pete Chambliss gives Standard Horizon kudos for prompt customer service to replace the belt-clip setup on his handheld VHF.

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NavPod was the first to respond (within 24 hours). With no questions asked, NavPod shipped a brand new unit directly to me and said they would take back the original, even though I had installed it. That is standing behind your product and caring about your customers.

John Chandler
Via e-mail