

DATE: 05/26/09

TO: PLUMBING CONTRACTORS/  
SISS INC.

FROM: G [REDACTED] HARRIS

IN RE: STORM SHELTERS

Usually when someone takes the time to write a letter concerning a problem with a product that has been purchased, it is to complain in some form or fashion. This letter is just the opposite. I purchased a storm shelter from your company and expected a trouble free item as anyone would when they make a major purchase. Unfortunately there was a problem and a leak occurred. A large volume of water found its way into the shelter and I was looking at a major problem. I called Ricky Moore with Plumbing Contractors and was treated as if it was his own property that was having problems and he wasted no time calling Scott Ingoldsby with SISS Inc. who manufactures the shelters in Benton Illinois. I was put in contact with Scott and he simply advised he would bring another unit that had some new improvements and replace it at no cost to me. A couple of weeks later, Scott made arrangements with me and arrived with a new shelter and excavator and proceeded to take up the damaged unit and replace it with a new unit. Scott was extremely nice and one could not ask for a more pleasant experience in this unfortunate situation. In a time when it is becoming rare to find a company that stands behinds and believes in their product; this was a very present surprise and I would recommerd this product and company to anyone. I very much appreciate Ricky Moore with Plumbing Contractors and Scott Ingoldsby with SISS Inc and will recommend these companies and gentlemen to everyone in need of such services.



G. Harris

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