

From the owner of Family RV

I have been in my own business since 1968 serving customers the way I like to be served; with a friendly smile, willingness to help, and an honest day's work.

I always try to do more than I say for less than I have quoted. That is what we all want: good service, good products, and at a fair price. We all want to be treated fairly and honestly. I find that if there is lack of trust with either party then no exchange of money or services should be rendered. I believe we all feel that way. Trust is something you earn by building it over and over again for many years. Trust cannot be demanded it has to be earned. Don't tell me what you are going to do, show me what you have done. It is the doers not the talkers that make things happen.

Today in business I find it more difficult than any other time during my business career. Why may this be? Let me shed my thoughts to you below.

Today consumers are knowledgeable and most likely know more than the sales staff that has it for sale. This is because the consumer desires this product, has searched the internet, talked with friends, went on blogs, and may have even had a similar product they used for years. They research, check competitive products, check other users' comments, try the product at different stores, talk to different sales staff, and then go on the internet and buy it from the lowest price facility. And why do they have the lowest price on the internet? That's because they have no overhead, no costs to operate, no show room, no sales person and no service normally. You got what you wanted at the lowest possible price and you are happy. What if there is a problem? Oh well it is warranted, right? I know, I do this too, especially if there is no local store that carries the product I am looking for. We all want service, a good product and at the price we can afford!

Buying services online is a little more difficult, like medical services, legal services, car estimates or repairs, RV rental or service, window washing, house cleaning, etc. What are you getting for the price you are paying? You need to go to their place of business, see their facility, see the product or call them in to get the services required. Get referrals. We are a service nation and we need to supply great service to be successful.

Family RV has been in the customer service business since 1991 and has been doing it right. While a huge amount of RV dealers are going out of business Family RV is still going strong, providing RV service, rentals, sales, parts and accessories. We keep our staff well trained, communication systems up to date and our facility ready to serve. We try our best to provide our customers with the best service possible at the most reasonable price. For this reason we have customers that have been with us since inception. We love recommendations. Owners, renters, and service customers that refer us other customers, referrals that is what it is about.

Our customers trust us with their RV needs, whatever the customer may want, we try and be of assistance. You can see just a few samples of testimonials that we have received on our website.

I believe that the only complaints that we get come from renters that return an RV with damage and believe that they did not do it! Most renters are in a hurry and rush through the checkout process so they can get on the road. If this is the first time they have rented there is a lot to learn and understand. Almost overwhelming the first time! We understand this and that is why we have produced a video, a manual and take as much time as needed to explain. For the first timer this is a lot. All of us are in a hurry. The most common renter statement: "I was never told..." We understand this and that is why we put it all in writing and have the video. We all need to take the time to understand and learn. Renters need to take the time to read all of the documents that they are signing. At check-out, we ask the renter to inspect the vehicle completely, (we have had 2 or more inspect it prior to their arrival) read the papers we have them sign, we do not have them sign a blank piece of paper and send them on their way, we provide documentation of the condition of the RV in writing with pictures.

We take pride in our integrity, spend hours inspecting, repairing, maintaining the best rental fleet so that when we have a customer that wants to rent it or buy it and take it home, it is as good as new. We keep impeccable files and if the rented RV is damaged because of some unknown reason, we make sure it is noted, paid for and repaired so that the next rented / buyer gets a great unit in great shape. This is normally the only area that we get complaints with, renters not knowing that there is damage that happened when they were driving or it was damaged when they were away from it. What happens after it leaves our facility there is no way of us at Family RV knowing. All we know is the condition when it left and the condition when it is returned. We explain the procedure, show documents and take pictures to ensure accuracy. There is a lot inside and outside of an RV that needs to be taken care of. Renters often go into wooded areas, mountain roads, and into the back country, that is what it is all about. Taking a trip and enjoying. Even the streets we drive through in our neighborhoods have overhanging trees or even signs that could cause damage. 99 % of our customers like our services and return year after year. Now and then we get a customer who rents an RV and returns with some damage that they are not aware of, but it is noticed on the check in. We trust our customers with thousands of dollars of value in our rental equipment and we trust that if they damage the RV that they will pay for that damage. Some refuse to pay and there is where we get complaints.

We have the best rental fleet. It is well maintained and we do our best to keep it that way so it is ready for you to enjoy and it is in good condition.

Enjoy your RV or ours, life is what you make of it and in an RV it is more fun.