

WHERE CREDIT IS DUE

TILLERTRIMMER

I contacted TillerTrimmer, www.tillertrimmer.com, looking to buy a pulley for my TillerTrimmer as it had developed a small crack. The response was immediate and resulted in a new pulley being sent at no charge. I got the pulley a few days later, and it worked perfectly. Gotta say, with back up and customer service like this, I'll be buying their products in the future.

Glenn Jennings
Sundaze, O'day 23
San Francisco Bay, Calif.

SELDEN MASTS

This is the second time that Scott Williman from Selden Mast, www.seldenmast.com, has bailed me out with rapid customer service. I have a 1984 Contest 36, with original Selden equipment, sailing on the Long Island Sound. Last year, Scott found a retrofit part for my 22-year-old mast, and sent it to me in just a few days.

I lost no time on the water. This year, just as I was tuning my rig dockside after launch, I noticed that one of my original Hasselfors turnbuckles had galled and was permanently out of commission. I started a local search and could not find the same turnbuckle, nor a suitable replacement. Someone informed me that Selden Mast was distributing Hasselfors equipment, and I was elated. I called Scott, who said that although they did not have the exact turnbuckle in stock, he could order it from Sweden. Sure enough, Scott had the equipment flown in from overseas and delivered to me within four days! Again, no time lost on the water. I am impressed with the energy and devotion to customer service from this company and this individual.

Greg Costello
Surprise, Contest 36
Milford, Conn.