

Riekes Performance Guarantee

Partnering With Customers to Provide Solutions Since 1936

PARTS

We understand that time is money, so we supply replacement Yale Master Parts the next business day or the part will be free (when the part is ordered by 12pm CST).

FREE

Quality parts are important. We guarantee the performance of all parts purchased from us for six months. If the part should fail during that time, we will provide a replacement part for free.

6 MONTHS

SERVICE

We provide 24/7 service using trained technicians because we understand that unplanned down time is expensive. We will respond to your emergency call within three business hours or the first hour of labor will be free.

3 HOURS

Proper equipment maintenance is critical. Your Planned Maintenance (PM) will be scheduled within 10 business days of the due date or we will waive the standard PM labor charge.

10 DAYS

FLEET MANAGEMENT

Our Fleet Survey (valued at \$2,400), guarantees at least 15% cost savings in the first year. In addition, if you implement our recommendations, we waive the entire cost of the analysis.

15% SAVINGS

We guarantee that installing Telemetry Systems and acting upon the information they generate (Operator Access, Asset Operating History and Asset Impact) will reduce your avoidable damages by 10% in the first year or we will pay the difference.

10% SAVINGS

RENTALS

We work hard to be there when you need us. If we do not have your rental unit at your site at the promised time, the delivery charge will be waived.

FREE

Our rental fleet has more than 525 units available. If we are unable to supply a rental on the date promised, you get one day of rental free.

1 DAY FREE

EQUIPMENT SALES

We make it right. If any new or used fork truck does not perform as expected during the first 30 days, and we can not remedy the situation, we will buy it back for the full purchase price.

30 DAYS

The right metrics help you reach your long-term goals. If our storage and handling solutions do not meet the agreed upon metrics, the project engineering cost will be waived.

FREE



Our Commitment

Riekes People have the authority to solve your problem. If a concern remains after 24 hours, it will be placed on my desk for immediate attention.

Duncan J. Murphy, President
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