

Subj: **Re: Warranty Document**
Date: 12/18/2008 1:08:18 P.M. Central Standard Time
From:
To: NTISERVICECALL@aol.com

John,
Thank you for your unbelievably fast and courteous service. I was truly blown away by how responsive you were, as well as how you helped me resolve my matter.

We're very excited about our tree and I've got to tell you again how "life-like" it looks. My wife, a close cousin to Mother Nature and who has been opposed to artificial trees during our entire 34 year marriage, shares in our enthusiasm for this tree and how "real" it looks. Keep up the good work and know you have won our family over as a customer for life.

Best regards for a healthy, peaceful and blessed Holiday season.

Paul

Long Beach, CA 90806

November 18, 2009

Newman Tree, Inc.
One East Superior Street
Suite 510
Chicago, Il. 60611

To Whom It May Concern,

I believe one is quick to send a letter of complaint when they receive less than satisfactory service but this is not one of those letters. Rather, I'd like to take this opportunity to bring to your attention, the SUPERIOR service I recently received from one of your employees...John...

When John answered my call I could see the smile on his face. Although that would be quite a feat living across the country his voice was cheerful and was willing to answer all my questions regarding your trees. I had requested two more additional PVC ties being I was putting 1500 lights, (LED) and he quickly stated that wouldn't be a problem as long as I would send a check upon arrival. His customer services was impeccable. He is indeed an asset to your organization.

A special THANK YOU to John for his OUTSTANDING customer service.

Cordially,

From:
To: neumantree@aol.com
Sent: 1/14/2010 8:37:27 P.M. Central Standard Time
Subj: Re: Lightkeeper Pro Received and Tested

My wife and I are still feeling very overwhelmed and lucky to have reached out to your company for assistance with our problem with our prelit tree. Not only did you send many emails and get us a product we needed to test the lights on the tree, you followed up in the EVENING hours with two personal phone calls and spent significant time stepping us through the process necessary to solve the problem.

We have always appreciated good customer service, but this goes way beyond good, way beyond excellent, to the summa cum laude of assisting a customer -- especially since we bought the product from a retailer and not directly from your company.

You can rest assured that we will not forget your kindness and thoughtfulness and will tell our friends about your company. When the time comes for our next tree, our first choice will be one of your products.

Thank you so much!

On Jan 14, 2010, at 6:30 PM, neumantree@aol.com wrote:

Please call our toll free number 866/865-8733 or give us your telephone number and good time to call.

Thanks!

Carolyn Neuman

Subj: RE: Replacement Stand
Date: 11/18/2003 11:00:35 AM Central America Standard T
From:
To: Neumantree@aol.com
Sent from the Internet (Details)

You are truly a class organization with excellent service. Thanks for your prompt reply and for the stand.

Happy Holidays

Subj: RE: Your tree stand is on the way!
Date: 3/30/03 5:16:48 PM Central Standard Time
From: .com
To: NTISERVICECALL@aol.com
Sent from the Internet (Details)

THE TREE STAND HAS ARRIVED. THANK YOU SO MUCH FOR YOUR WONDERFUL SERVICE. IT GIVES ME HOPE FOR CORPORATE AMERICA!!!

YOU HAVE SAVED NEXT CHRISTMAS!!!!!! DIDN'T WANT TO GIVE UP THE TREE

THANKS AGAIN

Marietta, GA 30062-1848

December 9, 2009

Neumantree, Inc
Suite 510
One E Superior Street
Chicago, IL 60611

Dear John and Carolyn:

Thank you for the wonderful service on the items I ordered for our Christmas tree. I am old enough to remember when business was always conducted just the way you have handled this transaction with me.

Between your suggestion of using the Light Keeper Pro and the great service on replacement bulbs, our Christmas tree looks as good as the day we brought it home from the store.

Thanks again and Merry Christmas,

12/14/2009

Dear Sir,

Thank you so much for accommodating my request so expeditiously. I appreciate your handling it so well.

Thank you for your wonderful attention to detail.

Merry Christmas!

P.S. Thank the young man who was so courteous and nice to me over the phone.

Subj: **Re: From NeumanTree, Inc. About replacing your Christmas Tree Section**
Date: 3/18/2005 4:12:16 P.M. Central Standard Time
From: [REDACTED]
To: NTISERVICECALL

Dear John:

Thank you for providing us with the best customer service I have ever experienced. Your company has developed the very best possible relationship between a company and it's end user possible. I will forever tell people about your products and what a great company you are. Again thank you John, you are a great American.

[REDACTED]

Please Fax Back

Fax Number Transmitted To: _____

To: Kerry _____

From: _____

Company: _____

Date: 3-4-08 _____

Number of pages: _____
(Including Cover Sheet) Ship 8-1

Comments:

Thank you for your concern and very good advice. There are very few vendors who would take their customer success so to heart. We appreciate that - again it just shows the quality that Neuman has.

We have just opened a new smaller location in Great Falls Virginia and some of this order will go there to decorate. I think we're good.

Again I can't thank you enough for your superior business ethics.

Subj: **love my tree!!!**
Date: 1/9/2002 12:35:46 AM Central Standard Time
From: _____
To: trees@neumantree.com
Sent from the Internet (Details)

Hi, Just wanted to sincerely thank your company for providing me with the most realistic Christmas tree I have seen or purchased in my 40 years. I bought mine two years ago from Lowe's in Fremont, Ohio and I couldn't be more pleased with this baby. All whom have seen it this year thought it was a real tree so I needed to finally contact you to express my appreciation for doing a spectacular job with your trees and to please keep up the work! I believe it is a spruce, the coloring is so cool the way the needles are darker inside the branches and then lighter on the tips. Very smart and impressive detailing on my tree. You should advertise more in this area here in Southeastern Ohio and Northwest Ohio where I'm originally from. Most of the trees here are Mountain King and Mr. Christmas. Your company can surely compete with these other dudes. I personally find it a traditionally fun time to assemble these three sections and shape each branch. I have the choice to give it a more dense look or spread the branches out to give it a slightly different look. Truly a wonderful product. Thank-you so much!
Sincerely, _____

Subj: **Re:thanks john**
Date: 3/14/03 9:18:54 AM Central Standard Time
From:
To: NTISERVICECALL@aol.com
Sent from the Internet (Details)

dear john, thank you so much for responding so quickly and for getting out the stand so fast. what great service you have. are you sure i don't owe you anything? there arent to many companies who have complete satisfaction for their customers, but you have certainly satisfied this customer, and i am very happy! i know that is what keeps people coming back. you have been very pleasant and wonderful to deal with, it was a pleasure talking to you that day. i guess that was my lucky day as i got put through to the right person. tell mister neuman he has a great employe, you, and when i need anything else, i will most certainly buy from michael j. neuman and associates. also when i get down to pompano i will say hello to mr worden for you. they are wonderful people. its nice to to do business with family owned businesses. merry christmas to you also. sincerely,

----- Original Message -----

From: NTISERVICECALL@aol.com
To: _____
Sent: Tuesday, March 11, 2003 1:23 PM
Subject: Re: need christmas tree stand

Hello Barb. Thank you for getting back to us, we are sending out another stand out to you today, via UPS. I am happy to get people ready for Christmas now, rather than on December 20th!

January 27, 2003


John Krolopp
Neumantree, Inc.
One East Superior
Chicago, Illinois 60611

Dear John:

I acknowledge receipt of the string of lights designed to remedy our problem on recently purchased 7½ foot tree. Thanx very much for your quick and courteous response and follow-up. We really appreciate it. Very refreshing change from the "big corporation" attitude sometimes encountered these days about us little consumers.

Very truly yours, 

Dear Carolyn,
Thank you for your kind response in sending the twist ties to be used with our first artificial tree. Such extraordinary customer service is most unusual and very appreciated.
Best wishes for a very merry Christmastime.

John and Joyce 

When I tell people the story of you coming
the next day, on your bike, and fixing our tree,
everyone is very impressed with you and
Neuman Tree, Inc.

I also called The Chalet and they were very
impressed also.

Your caring and concern are greatly
appreciated by us. We shall continue to
sing your praises.

Dear Carolyn,

**You brightened
the day
in a special way!**

both literally and figuratively!

THANKS *so very much*

Chicago, Ill. 60625

Subj: **RE: From NeumanTree, Inc.**
Date: 12/13/2004 8:50:05 A.M. Central Standard Time
From:
To: NTISERVICECALL@aol.com

Dear John,

Just wanted you to know that I received the bulbs that you so generously sent. THANK YOU SO MUCH!! What a wonderful holiday treat! We love our tree, and now I can add some color for my husband, who is just not happy with clear bulbs. You have made our Christmas merry!!

I would probably like to order the balance of the bulbs in color next season. Can you tell me approximately when would be a good time to contact you again?

Thanks again and have a wonderful holiday!

Subj: **Re: From NeumanTree, Inc.**
Date: 1/16/2005 2:02:51 P.M. Central Standard Time
From: [REDACTED]
To: NTISERVICECALL@aol.com

John,

The new bottom for my tree has been received, tested to see that all lights work, and the tree packed away for this season. Thank you for your response. It renews my faith in the credibility of retailers and guarantees.

Bob

Subj: **Fwd: Versa Tree**
Date: 11/19/2004 12:30:56 P.M. Central Standard Time
From: Neumantree
To: NTISERVICECALL

Forwarded Message:

Subj: **Versa Tree**
Date: 11/19/2004 9:05:49 A.M. Central Standard Time
From: [REDACTED]
To: neumantree@aol.com
Sent from the Internet (Details)

November 19, 2004

Carolyn: The tree stand and extender arrived safely yesterday. We first put the extender in the new stand and then decided to try it in the original stand. Then we put sections B, C and treetop in and it was a few inches below the ceiling. We are so pleased. The extender worked great. You were so pleasant to deal with. Our whole experience with you was a pleasure. Our check is in the mail today. Thank you for your pleasant and prompt response to our request. [REDACTED]

Subj: **RE: Regarding Broken Christmas Tree**
Date: 12/1/2003 11:50:11 AM Central America Standard Ti
From: [REDACTED] u
To: Neumantree@aol.com
Sent from the Internet (Details)

Dear Carolyn,

I really appreciate your quick response and my family thanks you also. My new daughter stares at the tree it is quite incredible she really likes the lights.....My wife will be so happy at this email.....

Again thank you and Happy holidays also.....

Subj: **Re: need assistance!**
Date: 12/16/2005 8:29:22 A.M. Central Standard Time
From: [REDACTED]
To: Neumantree@aol.com
Sent from the Internet (Details)

First of all, let me extend the biggest Thank You for the Christmas tree stand that was in a box on my doorstep last night.

I work two jobs, and did not get home until about 9:30 p.m. When I saw the box from you, I could not believe how quickly you helped me, and with no charge. Even though it was late, I was so excited to get the tree up, and it is so nice. Even though I apparently have an older model tree, the quality is outstanding. You gave me a wonderful gift and I hope in return, your business continues to grow, as your company is deserving. Thank you again.
[REDACTED]

To whom it may concern,

My name is [REDACTED], and I would like to thank Carolyn and, I believe David was his name, in customer service, for their friendly and helpful service on the phone with me on the afternoon of the 10 of October. They answered my questions and hopefully my tree will be repaired and returned well before the Christmas holiday season. More Employees should have an attitude as helpful, (at least on the phone, ha ha) as these two. They should be commended.

My address for return mail is:

[REDACTED]

All relevant sales and model info should be on the included store sales receipt.

Thank you again and have a wonderful day.

Respectfully,

[REDACTED]

Thank you so much for your prompt service and your caring nature. We have already started telling people about Neuman Tree, Inc.
Thank you
God Bless You

Subj: RE: Tree stand
Date: 11/28/2005 1:11:56 P.M. Central Standard Time
From: [REDACTED]
To: NTISERVICECALL@aol.com

Got the stand today...

I can't thank you enough for doing that for me... in this world of marginal customer service, you exceeded all expectations!

I'm sending a note to the Design Center we purchased the tree from to let them know about your kindness.

Much thanks – my wife is thrilled to be able to put the tree up now.

Take care,

Forwarded Message:

Subj: **Thanks**
Date: 12/19/2004 1:04:06 P.M. Central Standard Time
From: [REDACTED]
To: info@neumantree.com
Sent from the Internet (Details)

For John Krolopp:

Thank you so much for sending me the tree top. It looks just great.

I really appreciate your time and consideration in making my silly mistake into a very good holiday. Like the saying, yes Virginia, there is a Santa Claus and you were mine.

Again thank you so much.

Thank you so much for your awesome customer service! I received my tree top just 2 days after I called! Thanks, again!

P.S. John was very nice! 😊 [REDACTED]

November 27, 2006

Dear [REDACTED]:

We have repaired your treetop, and it's as good as new!

Subj: **Thanks**
Date: 12/25/2001 8:51:14 AM Central Standard Time
From: [REDACTED]
To: neumantree@aol.com
Sent from the Internet (Details)

Hello and Happy Holidays,

My name is [REDACTED], I am a Chief in the U.S. Navy stationed in [REDACTED], Japan. I just wanted to drop you all a note telling you I am very satisfied with your Christmas tree I bought at the Navy Exchange here. It is the six foot Scotch Pine model. I like how easy it was to set up and how the limbs fold down, permanently attached. Once again, thanks for a fine product. Hope you all had a Very Merry Christmas. Hope your New Year is filled with joy.

Happy Holidays,

Attn: Carolyn

I wanted to express my sincere gratitude for your help. My grandmother, [REDACTED], phoned you on Monday, December 16th about my tree stand. You quickly offered to ship out a stand immediately. She received the tree stand the following day and I was able to put my tree up!

Thank you very much for your help this holiday season.

Merry Christmas
+
Happy New Year,

[REDACTED]

Chuck B : The Mother of All Customer Service

[Chuck's Notes](#)|[Notes about Chuck](#)|[Chuck's Profile](#)

The Mother of All Customer Service

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Yesterday at 10:53am

Four years ago we purchased an expensive prelit Christmas Tree from one of those places that opens up in a warehouse for a couple of months before Christmas, stays open until it sells whatever it has left after Christmas and then disappears for nine months until it repeats the process.

During the Christmas Season this year, the lights on one of the rows of branches went off. We tried replacing fuses and other various techniques, but to no avail. Our records indicated that the tree was manufactured by a company in the Chicago area.

I emailed the company, Neuman Tree Company, for advise on how to fix this problem. They suggested I call and provided an 800 number. I called after hours thinking I would leave a message suggesting times I would be available and to schedule a time to set up the call. One of the principals of the company (Carolyn Neuman) answered the phone and proceeded to suggest several ways I could resolve my problem.

She also recommended a light testing device that would be helpful. Unfortunately, none of these techniques resolved the problem. When I went out to purchase the lighting testing device, I found that the stores I visited had already returned this item to their warehouses as seasonal items. Neuman Tree followed up with an email asking if my problem had been resolved.

When I mentioned that I had not been able to find the tester and was looking for it on line, the company offered to send me the device provided that I would send it a check for the cost of the device. All it had was my promise that I would pay for the device after I received it.

However, even after using the device, I was unable to locate and replace the problem bulbs. I sent a memo to the company thanking them for all their assistance but telling them that I could not get the lights back on and would probably purchase another tree. Within two minutes of sending that email, I received a call from Carolyn Neuman at 7:15 pm who proceeded to spend 40 minutes detailing to me a final procedure that would resolve the problem.

She stayed with me until she was sure that I knew how to proceed. This time I was successful as the lights on that row of branches came back on. Consider -- I purchased the tree at retail -- she sells to wholesalers who sell to retail. Consider that the warranty on the lighting had expired in November (4 years after we purchased the tree). Other

than protecting the reputation of her product and building good will, she had no reason to work so long and hard to help me.

In this age of contracted customer service to foreign nationals who get paid based on how QUICKLY they get you off the phone IF YOU CAN EVEN REACH THEM AFTER WORKING THROUGH THE PHONE MAZE, here is company run by folks who are so proud of their product and care about the enjoyment that customers get from their products that they would go so far above and beyond to satisfy a customer.

When I shared the success with Carolyn, I mentioned that I was in the market for a storage bag for the tree. She told me she could refer me to folks who could sell me the storage container, but she mentioned that in the Dallas area was a store dedicated to Christmas items called DECORATORS WAREHOUSE. There is one close by in Plano, but she recommended the larger store in Arlington because of its fabulous TEA ROOM.

Pat and I drove over there yesterday and had lunch in the TEA ROOM. It was fabulous. The food was on par with what you might received at a better BED N BOARD. And the store was even better. We purchased a bunch of quality stuff at very reduced prices and had wonderful time.

My point is that if you are ever in the market for a quality prelit tree, look for a NEUMAN TREE and buy it a DECORATORS WAREHOUSE and enjoy lunch at the TEA ROOM, but make sure you have a reservation or you might not get in. It is just so wonderful to be treated like you are the most important customer that a company or store ever had and so unexpected.

Updated 23 hours ago · [Report Note](#)

[Ronald M](#) likes this.

[Ronald M](#)

They didn't outsource their customer support to India (what's a christmas tree?) where someone reads a scripted scenario...gotta love US companies that keep things in house. I have had they same experiences. Thanks for the post and you should send Carolyn's manager an email with a copy of this post.

Yesterday at 11:49am · [Report](#)

[Terri W](#)

That is some story. It's almost unbelievable at the lengths Ms. Neuman went to! I've never been to the Decorators' Warehouse, but will certainly try to get there during the next Christmas season! Thanks for sharing that info, Chuck!

Yesterday at 11:52am · [Report](#)