

# Letters to the Editor

## Homeowner pays \$2,700 for opener + spring change

Mr. Wadsworth,

We are homeowners who are presently dealing with Garage Door Services out of Tampa, Fla. After our spring broke, I found GDS on the internet. The technician came out, replaced the broken spring, and encouraged us to purchase a new opener because of the age of our present one.

After the work was completed, he showed us the invoice on his phone. My wife and I are in our late 60s, and reading the small print on a phone is not easy. But we could see that the total invoice was \$2,700. Having little choice, I paid with a credit card.

The itemized invoice later appeared in my inbox, and it showed all kinds of labor costs that shocked us. My wife spoke to two other recommended door companies, and both said that the total should have been no more than \$800 or \$900. We made two phone calls to GDS and received a \$250 discount because of some online coupons, but they would go no further. At present, I'm hoping that my credit card company will help us.

I then found your article on GDS ("The worst garage door company in the nation"), and I realized that we are not the only senior citizens affected by GDS. I am saddened by this whole event. As the old adage says, "Live and learn."

Arthur Jaehnke and Elizabeth Miller  
Oldsmar, Fla.



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