

TWO EDITORS, TWO CRASHES, TWO STORIES

Both garments show relatively minor damage and both were easily and cost effectively repaired. Many crashed suits are returned to us for repairs each year, and every one is carefully examined to make recommendations for returning it to rideable condition. Most crash damaged suits are repairable, but occasionally the damage is too extensive and the cost to repair would be more than that of replacing the suit with a new one. To see more crash testimonials and information about protective riders clothing, visit aerostich.com/testimonials.

From: Chuck Squatriglia

Subject: In praise of Roadcrafters and Ropers

Date: January 6, 2015 11:44:50 AM CST

To: Andy Goldfine

Cc: Aerostich Customer Service

Hi Andy...

I just wanted to drop you a line to sing the praises of Aerostich gear. I took a tumble on New Year's Day -- I hit a patch of gravel coming out of a turn and laid down my GS at somewhere between 30 and 40 mph -- and shook it off.

After hitting the ground, I slid for some distance on my left side before flipping onto my right. Aside from a sprained right thumb, I am none the worse for wear. And the only damage to the Roadcrafter was a hole in the ballistic fabric covering my left knee and a damaged snap on the collar. That's it. And the Roper gloves? A bit of scuffing on the palms, but nothing that renders them anything less than completely usable. There's also a slight scuff to the toe of my left Combat Lite boot, but I'm betting that'll polish out.

I am impressed, and thankful for the quality gear.

My wife has already inquired about getting the torn fabric repaired (she's like that), and while I'm at it I'll have the waterproof zippers added...

Thanks again to Aerostich for literally saving my skin.

Chuck

Mr. Chuck Squatriglia serves as Senior Editor of Wired.Com, and the transportation blog, Autopia. He has been a Journalist since 1990. He likes cars, sushi and guitars -- not necessarily in that order -- and is an Aerostich customer and avid motorcyclist.

From: Andy Goldfine

Subject: Re: In praise of Roadcrafters and Ropers

Date: January 6, 2015 4:25:50 PM CST

To: Chuck Squatriglia

Chuck,

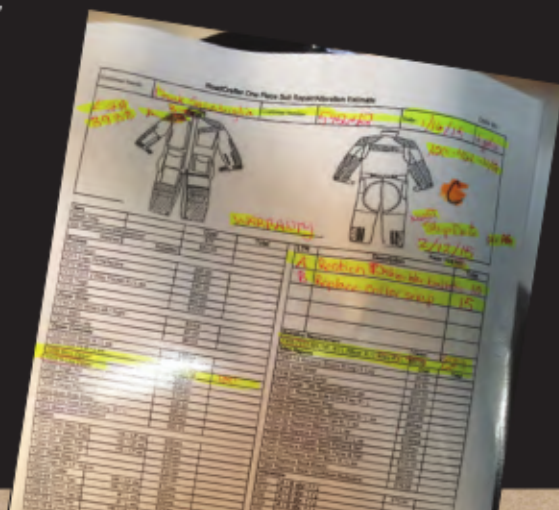
Sorry to learn about your crash, but very glad your Aerostich gear met your requirements in this situation. Glad you are ok.

Hope the bike is ok, too.

Again, thank you for this update. And thanks for the opportunity to fix your suit. I'm glad you are ok.

Let me know if questions.

Sincerely,
Andy



From: Bruce Steever
Subject: R-3 Story
Date: December 2, 2014 12:37:20 PM CST
To: Andy Goldfine
Cc: Aerostich Customer Service

Andy,
Sorry for the delay in following up with you. Finally got to ride the R-3 in some rain - awesome, worked perfectly!
Also, I sent you a high res PDF of the finished article (R-3 Review in December issue of MCN).
Thanks for all the help,

Bruce Steever

Date: December 3, 2014 4:13:40 PM CST

Also: the story gets better!
I just threw myself into the ground aboard our FZ-09 while wearing the R-3. Bad

news: it didn't feel good. Good news: the suit did an awesome job of protecting me. More good news: crash write-up article coming soon, so more coverage for Aerostich.

Thanks for literally saving my ass. (And shoulder... And ribs.)

The crashed suit did an awesome job, can't say that enough. As far as its repair work, please treat it like any other customer repair job, so we can write the crash report article for that perspective. Also, please keep in touch regarding turnaround time and cost, so I can schedule both!

Thanks again for everything, and talk to you soon.

Bruce Steever
Managing Editor, Motorcycle Consumer News

Bruce Steever turned his passion for motorcycling into a career. He currently works as managing editor for Motorcycle Consumer News, but has also worked for Suzuki North America. With over 10 years in the industry, Bruce has a strong technical knowledge and the ability to write about it.



From: Andy Goldfine
Subject: R-3 Story
Date: December 5, 2014 11:17:10 AM CST
To: Bruce Steever

Bruce,
Glad you are ok and that the consequences were not more serious and that your Aerostich suit met your requirements.
If your R-3 was damaged we'd like the opportunity to repair it. Stories and testimonials about post-crash repair services help riders understand an important part of Aerostich gear's 'value proposition'. Higher priced, higher quality textile rider's garments represent a significant investment to most consumers, and to get the best service from them means they will require some periodic support over the

life of the garment (replacing worn zipper, patching a crash-related damaged area, etc). In this they are more like a quality pair of boots or shoes which will need several resoling's, or a car that will need several sets of tires during the lifetime of the rest of the vehicle. This is why quality rider's gear cannot be thought of as just another clothing item like most street clothing. When a regular street-wear shirt or pair of pants wears out, one throws the item away. It's not like a \$1,000+ technical rider's suit.

Again, sorry to learn about your crash and glad you are going to make a full recovery.

Sincerely,
Andy

More at aerostich.com/testimonials