

Palmer Spring Observing 150th Year of Service

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dealerships and independent repair shops. Thousands of separate part numbers are stocked and sold by inside counter specialists and outside parts professionals, who also deliver parts.

The sales team includes Ken DeBlois, Hugh Minor and Paul Vangel. "Customers expect us to be knowledgeable about their trucks and be able to come up with solutions to their problems," says Ken, who started at Palmer Spring 40 years ago as an assistant in the blacksmith shop. "Having fair, competitive pricing is important, too," he adds. "That's been a Palmer Spring tradition for years."

Parts on hand for medium-duty and heavy-duty trucks include springs and suspension parts of all kinds, wheels and rims, brake shoes and drums, hoses, lubricants and a wide range of fasteners. The company also stocks remanufactured truck parts and has an exchange program for brake parts and other components, which can mean a significant savings for



The Palmer Spring Company sales team provides prompt, courteous and professional service to customers who count on keeping trucks on the road.

customers, observes Chris Palmer.

"If we don't have something a customer needs, there's a good chance we know where to get it. We know that down-time can be very expensive to customers who depend on trucks to make a living. That's why we do whatever it takes to help get their trucks back on the road as fast as possible," Chris relates. He notes that all six of the company's parts-delivery trucks are equipped with cellular phones to

facilitate communications with customers.

The parts counter is the nerve center of the company, says Reggie Palmer, who confides that the secret to Palmer Spring's high success rate in filling parts orders from inventory is no accident. "We'd rather keep one each of 100 different parts than 100 of one common part," he explains. "That's been our parts stocking approach for many years."

Palmer Spring Company

Dexter & Althea St., P.O. Box 72882, Providence, RI 02907-0882



**CALL US FOR TRUCK
PARTS & SERVICE**

Palmer Spring Company

Phone: 401-351-8300
Fax: 401-831-3679

Couet Spring Division

51 Acushnet Ave.
New Bedford, MA
Phone: 508-992-5768
Fax is same number