

From: Yorkshire EC office@yorkshireec.co.uk
Subject: Water Treadmill Resolution
Date: 6 December 2024 at 16:36
To: Richard Norden Richard@equinespa.com

Dear Richard,

I hope this email finds you well. I've taken some time to reflect on our discussions, past and present, and the current state of the treadmill. While I genuinely appreciate the efforts you have made to address the numerous issues, I feel compelled to outline my position and ask for clarity on how ECB plans to proceed.

When I made this significant investment, I did so with confidence in your reputation and product. However, since the treadmill arrived in July, the experience has been far from what I expected. The ongoing issues—filtration inconsistencies, faulty door mechanisms, problematic platforms, and noise concerns, among many others—have resulted in months of frustration.

I recognise that every company might have an occasional product that doesn't meet its usual standards, but as the customer, I feel I have unfortunately received the "Friday afternoon build." Despite the reassurances, including my request of a two-week resolution in September and then an offer to build a new treadmill, I am now being told the fixes won't be complete until February.

This timeline leaves me feeling as though I am being treated as a guinea pig for troubleshooting issues rather than as a valued client. My confidence in ECB's ability to rectify the treadmill to a standard that justifies its significant cost—without further delays or compromises—has understandably been eroded. On learning that I haven't been the only client who has felt this journey too, doesn't fill me with the best of feelings.

When Ean visited on-site, during that visit, I made it clear, as mentioned to Richard too, that my options were either to reject the treadmill and refund, or provide me with a new one, whether you took this one away and sell it if you believed you could at the discount, which gave you some funds to build another, or to simply provide me with a new treadmill quickly. I also suggested the possibility of working with my finance broker to suspend the finance repayments while a new build was underway, given that I am paying monthly finance on this machine. I have stated many times that I am not happy with this particular treadmill—I simply didn't want it, the whole journey has been just added stress that I don't need.

On Ean's visit, he acknowledged the validity of my complaints and discussed the possibility of a new build, a solution that seemed reasonable given the circumstances. And then agreeing to do this on 1st November, to now pivot back to fixing this unit, knowing how many unresolved issues remain and the history of delays, feels like another setback.

I understand we may not have been the easiest of clients. As mentioned right at the start, Adam has [REDACTED] and a mechanical mind that expects things to be correct. We chose ECB over competitors like [REDACTED] because we saw a better build quality, better filtration, and heard that ECB had superior customer service. [REDACTED] offers an equivalent treadmill at £9,000, yet we chose to invest significantly more with ECB, expecting a higher standard.

Now, I find myself questioning what we've received for that extra investment. While it's easy to say that ECB is generally better than [REDACTED] something we also believed—the reality of our experience hasn't reflected that standard. We've endured unreliable filtration, noticeable build issues, and delays in rectifying faults. Even the excellent customer service reputation we'd heard about hasn't aligned with our reality, despite everyone being lovely to deal with personally.

The fact that relatively straightforward fixes, such as ordering new gas struts, have been delayed for months further compounds my lack of confidence in the process. Leaving us with a bucket to hold down the platform and make a temporarily fix to equipment of such value isn't right, which has since fallen off. Additionally, learning about changes made to the treadmill's performance settings without being informed has only added to my concerns.

I would like to ask, sincerely, if ECB believes this is the best it can offer to resolve this situation. Is asking me to wait until February for "fixing" the treadmill truly reflective of the customer experience ECB wants to provide?

This is not an easy email for me to write. You have all been approachable, polite, and accommodating during our conversations, which makes it difficult to express the depth of my disappointment. However, I need to step back and ensure that my decision going forward is based on the best interests of my business and my clients.

I need to understand if ECB is prepared to relook at their current position, or if this recent offer is the only solution available.

Ultimately, I want to give ECB the opportunity to demonstrate that customer satisfaction and product quality remain your priorities. I hope we can find a resolution that works for both sides, but I must also ensure that I, my business is not left in limbo any longer with this treadmill and situation.

I look forward to your response and hope we can reach a clear resolution.

Best regards,

Gemma Womersley