



NEW YORK STATE SENATOR

Tony Avella

## Senator Avella Looking for Answers for Disabled Veteran with Defective Stair Lift

TONY AVELLA February 5, 2018

**Queens, NY** – This afternoon, State Senator Tony Avella stood in the home of Stanley Robin to call on the company who sent Mr. Robin a defective stair lift, AmeriGlide, to answer Senator Avella's repeated calls to repair the lift at no cost to the constituent.

Mr. Robin, who served in the United States Army during the Korean War, says that since the day he received his nearly \$5,000 machine it has not worked properly.

Mr. Robin had been in frequent contact with the company and even had a technician visit his house but the issues remain unanswered. Moreover, although the product was under warranty, Mr. Robin was still responsible for the repair payments.

Now, State Senator Avella has decided that asking the company to stand by their product will not be enough to help Mr. Robin and his wife. Senator Avella has announced that he will be writing to the New York State Attorney General as well as New York City's Department of Consumer Affairs and Department for the Aging on behalf of the Robin family.

Mr. Robin has grown so frustrated with the stair lift that he wishes he never had it installed in the first place even though he and his wife both need it.

“Clearly giving this company multiple attempts to do right by a disabled veteran and his wife was not enough to make AmeriGlide care enough to stand by their product and their warranty. If they have taken advantage of this elderly couple in Queens, they are probably doing it throughout the country. That is why I am asking the Attorney General to look into this company’s practices. Our elderly are some of the most vulnerable in our society and I will not stand by and allow my constituents to be taken advantage of,” **said Senator Avella.**