



Letter from the CEO:

SafePro Auto Glass® was founded on the principle of customer care and giving extraordinary, "Legendary Customer Service" along with attention to detail. SafePro Auto Glass® offers our services throughout all of Arizona and is committed to being the "Ultimate Auto Glass Solution" to the Automotive Glass Repair and Replacement Industry. It doesn't matter if we are serving the general public, the auto insurance agencies or the large and small fleet accounts including, construction and heavy equipment vehicles. In other words, if it has tires or tracks and glass windows, we will repair or replace it.

My name is Rex Altree. My wife, Debbie, and I are the founders of SafePro Auto Glass®. We are fortunate to have assembled an exceptional team of the premier office, warehouse installation technicians in the auto glass industry, not only here in Arizona, but nationwide. With our top-notch customer support team, I'm proud to say that SafePro Auto Glass® has become the finest auto glass replacement and repair company in the state, by a wide margin.

The strength of our company has deep roots and a solid foundation based on our manager's business background, work ethic and people skills that they have acquired through hard work and customer first spirit. I am also a huge believer in the power of working together as a "team" and what that has done for the company. Through the leadership of our outstanding group of managers, we have shown the ability to bring, a group of good people together, and make them GREAT!! We want to put the needs and lifestyles of our employees first, which is in-sync with our customer's needs and expectations. I am proud to say that we are constantly exceeding the service goals of our customers'.

I want to personally say: Thank you to my employees for a "Job Well Done!! Our Company Motto is, "If we don't take excellent care of our customers, then someone else will, then we won't have any customers to take care of..."

Our Mission Statement: "We must always give our customers a legendary service experience and take excellent care of them. But, if/when there is even the smallest of problems, we need to give our customers an experience when fixing and resolving that problem or issue that is truly LEGENDARY!! If we can accomplish that, we will then have a customer for life!"

“Our goal is to have all of our customers for a lifetime. Then and only then, should we be satisfied, and it is the only way we can really have a successful company.”

Our ultimate goal is to build a lasting lifetime relationship with each and every customer by offering them nothing but the best top-quality parts available and the highest level of "Legendary Customer Service." There are over 800 auto glass shops in Maricopa County, so with the auto glass replacement and repair competition so intense and competitive, as an Arizona businessman, I know we must stay on the forefront of the industry.

We do this by offering something no other auto glass shops offer, for all of us here at SafePro Auto Glass®, that "something" is, I'll say it once again, "Legendary Customer Service" that exceeds our customer's expectations. If we do this and have excellent communication we then have our customers for a lifetime!

Rex

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