

When I moved to Barrington I had heard that Royalty had a great reputation. I am a sceptic so I did not give it weight. I bought a used car from Holloway Portsmouth and had serious problems, one namely, they gave it a NH DMV Official Inspection Certificate.

The following week I took it to Royalty because they are right up the road from me to have the transfer case fluid changed. They actually gave me a loaner for that!

Mark (the owner) called me and wanted me to come in which I did. That's where I found out it should never have been given a sticker and it was NOT safe. I asked what recourse I had and he told me. Then said you need to leave your car here and let me have the loaner indefinitely till the issue was resolved. It took 3 ½ months and good notes, but Holloway realized (the general manager, Joe {I don't like the guy, he only cares about the dollar, not you}) that they were against the wall and refunded the full sale price.

That would never have happened if it weren't for Mark, Royalty and the crew. I told Mark my budget, what I wanted and then he went out into the market and got me a XC70 in remarkable shape. The mechanics went through it checking EVERYTHING and he met the budget. I drove out in a clean very safe, reliable Volvo.

It's a responsibly owned and managed business with very professional mechanics (who care about your safety). I can't say enough about their professionalism. So all that talk about their being really good, is quite true!

A happy dedicated customer, Jim C.