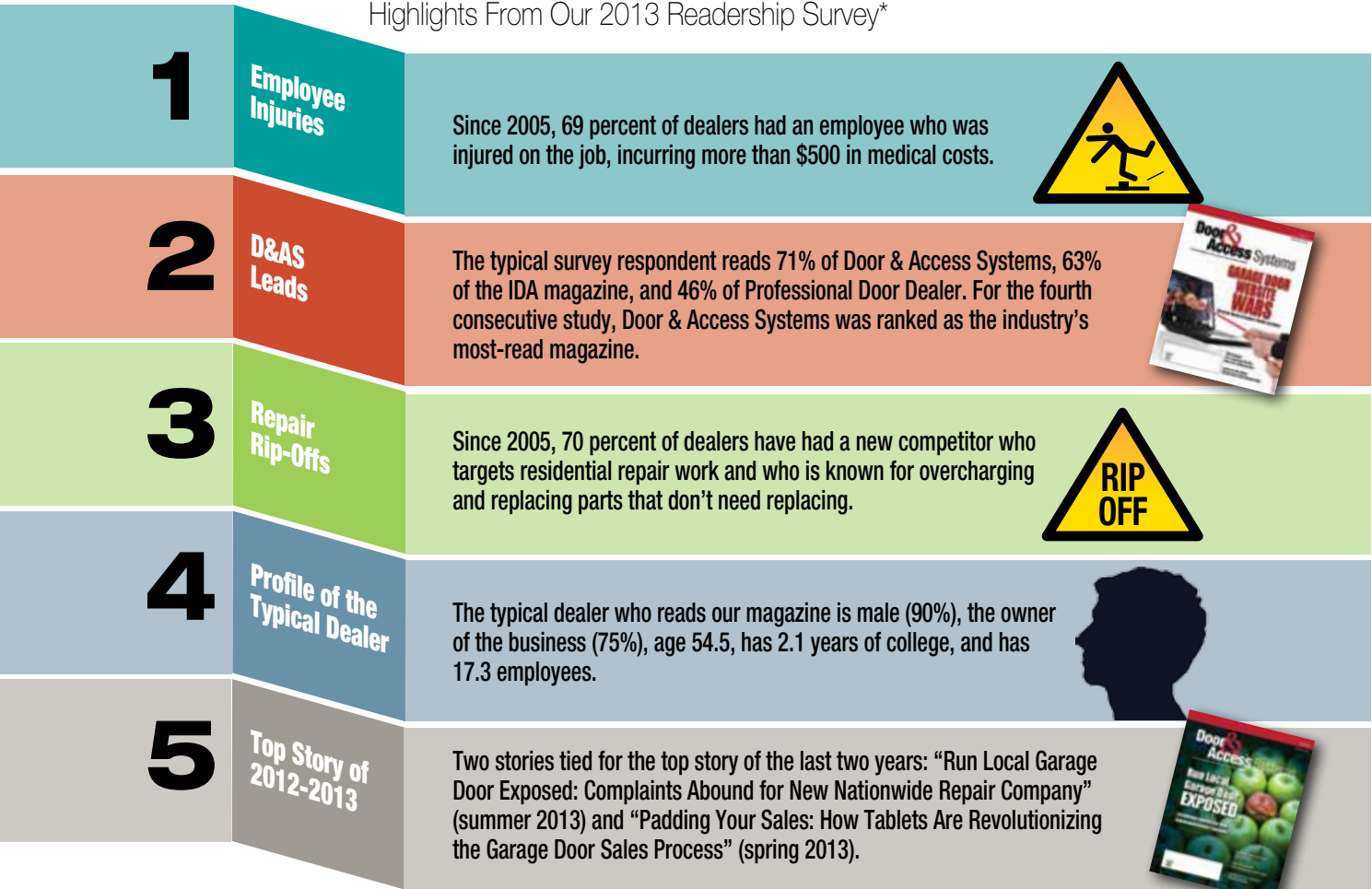


# Injuries, Rip-Offs, and Lawsuits, OH MY!

Highlights From Our 2013 Readership Survey\*



| Has this happened to you?  | Yes |
|--|-----|
| Since 2005, have you had a new competitor who targets residential repair work and who is known for overcharging and replacing parts that don't need replacing? | 70% |
| Since 2005, have you had an employee who was injured on the job, incurring more than \$500 in medical costs?   | 69% |
| Since 2005, have you been angered by how a competitor is advertising on the Internet?  | 52% |
| Since 2005, have you been sued by a customer?  | 17% |
| Since 2005, have you been audited by the IRS?  | 16% |
| Since 2005, have you been inspected by OSHA?   | 15% |
| Since 2005, have you been sued by an employee?   | 10% |
| Since 2005, have you been inspected by EPA?  | 5%  |

## Readers Pour Praise

Our 2013 survey asked, "What do you think of our magazine?" Many survey respondents left comments, and nearly every comment was positive. Here's a small sampling.

- "I enjoy the magazine very much! It is informative and not afraid to post stories that may be controversial in the industry. Bravo!" (Texas door dealer)
- "The magazine is a great resource and valuable tool for our executive staff." (Manufacturer executive)
- "Lots of good information. The articles don't just run on as in other publications just trying to fill up space." (Pennsylvania dealer)
- "Professional, well written. But your magazine is sometimes too wordy. We are door guys." (Indiana dealer)
- "Excellent magazine. Very high quality, great design, very easy and welcoming to read." (Manufacturer's marketing staff)
- "It's the best magazine covering our industry." (Minnesota dealer)

\* The survey was emailed in October to 3,744 door and gate professionals throughout the United States and Canada, and 307 surveys were completed. The survey has been conducted every two years since 2001.