

- Amanda S.
- **Chatsworth, Los Angeles, CA**

6/29/2022

Marilyn and her crew are amazing!! I'm having ankle surgery and won't be able to climb the stairs for quite awhile after surgery. They gave me a very reasonable estimate and were even able to install the chair a few days later. Overall very happy with their service and with my awesome new stairlift chair! Highly recommend!!

- Joanne D.
- Lancaster, C

5/23/2022

This is one of the BEST companies I have ever dealt with. If you have an issue with your chair they come right away. I had a few issues in the beginning not with the company but the chair and they came right away. Their techs are very knowledgeable and very polite. LOOK cares about their customers. I RECOMMEND THEM 200%.

- William K.
- Malibu, Ca

1/10/2020

The very best company to work with. I have had my four Bruno chairs (large house) for almost 6 years and they perform flawlessly. When I have needed service Mike comes out promptly and does a quick, professional job. Family owned and operated they are terrific.

- **Roy H.**
- **Santa Susana, CA**

6/30/2020

We are extremely happy with the Look Stairchair experience from, sale, system assurance to installation, instruction and follow-up!

We called the Look Stairchair number, made an appointment and visited the local shop. The salesman greeted us with a smile and was extremely polite and knowledgeable. He answered all of our questions and we took a test ride.

We then scheduled a visit for the systems assurance visit. Marilyn Look showed up on time, with a smile and grate attitude. Marilyn listened to our requirements, viewed the stairwell, and explained the best placement of the Stairchair components. We discussed the wiring and developed a plan to route the line cord under the stairs and into the closet where it plugged into a receptacle. After we agreed on her proposal, Marilyn took the measurements and had the technical drawings ready for our review within hours. Marilyn took our deposit at our insistence to save time etc. We signed off on the drawings and the plans were sent to the manufacturer.

Within about 10 days Marilyn called, the Stairchair components had arrived and we set an install Date.

The crew showed up on time, with smiles and great attitudes and introduced each member of the crew. Marilyn showed up a few minutes later to assure that the installers were on board with the task at hand. The crew covered the floor and took extreme care as they brought in the rails and began the installation. When the install was complete, they cleaned up the landings, stairs, entryway, porch and driveway.

We were then instructed on the use of the Stairchair and answered all of our questions. We were contacted that evening to insure we were happy. We were! We are!

- **Collin G.**
- **Moorpark, CA**
4/23/2019

I have never been more impressed with the job the guys here at Look Stairchairs did. They originally said the install would take 2-3 hours but they ended up finishing up in under an hour with nothing left behind. Now my Mom can enjoy the house she lived in for over 25 years! Great people.

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- **Vida M.**
 - **Los Angeles, CA**
4/3/2019

Originally the stairlift was installed by another company for my mother but we were extremely unhappy with their disservice! By calling the manufacturer we found an alternative (Look Stairchairs)! We were truly amazed by their level of professionalism and HONEST business practices! As soon as we made the call, they went out of their way to help us out in every way possible! We are so happy to have found such a TRUSTWORTHY and CARING people (company) to look after the stairlift! By going with Look Stairchairs you're not hiring just another company but Caring, Honest Individuals. Too bad we didn't do enough research from the beginning! We certainly recommend Look Stairchairs 100% and plan to call BBB to give them a thumbs up for their level of professionalism and honesty!

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- - **Lucy M.**
 - **Simi Valley, CA**
3/23/2019

Great local company. We're really happy with their kindness and professionalism. Marilyn is just wonderful. She was very attentive to my dad's needs and concerns.

We shopped around and had a few other companies come in but we chose LOOK stairchairs for a few reasons. We liked the convenience of a local company, quality merchandise, quick and efficient workmanship and the price was right.

I would definitely recommend this company to anyone looking to make it easier for their loved ones to get up and down the stairs. It really does add to the quality of life.

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- - **Lorraine G.**
 - **Newbury Park, CA**
1/11/2019

We did so much research on this . . . and got several quotes . . . I am just so happy we found Look Stairchairs and had the pleasure of working with Tyler and Marilyn. We had special circumstances, as I am sure many do with this type of purchase, and both Marilyn and Tyler went above and beyond to get us exactly what we needed and at the best price - beat out their competitors by far. And even

better - they are local to us. A big thank you to Look Stairchairs - you helped us through this with expertise, kindness, quick service and reasonable cost.
Cant say enough - THANK YOU!!

K B.

○ **Torrance, CA**
1/7/2019

After researching and educating myself on chairlifts I called and interviewed almost a dozen chair lift providers. I then literally made appointments with 4 different companies for a 2 hour period. I figured healthy competition would allow for transparency and possibly a good price. It did!

Marilyn from Look provided the most comprehensive sales pitch that left me feeling Look was the logical choice. She was the only one of the 3 who showed up, who wasn't fazed by the in your face competition I had created. Her total confidence and sincerity was powerful to watch. The 2 other companies, one a manufacture, the other, also a distributor, each left me feeling uncomfortable with their sales pitches. One was weak and the other thought I was gullible. Mistake!

When you need a stairlift/chairlift it's because someone you love is not doing well. Emotions are running wild and yet your responsibility to make the best choices for your loved one is crucial. You are going to spend a lot of money on a chairlift. You want it right. You want a company that will work with you.

We, like everyone, had a unique situation. Look Chairlift provided a loaner while our custom lift was being made. Marilyn was absolutely true to her word and made my family feel like her company really cared! Their terms were fair for everyone. They are professionals who actually care! Thank you Tyler! Thank you Marilyn! I will happily recommend Look Stairchairs to anyone who needs a chairlift.

Marsha S.

○ **Woodland Hills, Woodland Hills, CA**
10/25/2018 Updated review

I have to take a few minutes to thank you again. What an amazing family you are and Tyler thank you also. You are all so kind and caring. (and what wonderful service). You gave my mother quality of life and me peace of mind. As I mentioned before I am so pleased that I chose your company. Peace of mind is so important when taking care of an aging parent.

Marsha

7/19/2018 Previous review

I want to thank Marilyn so much for all her kindness and care. I was so fortunate to have found her📍

○ **Viv T.**

○ **Simi Valley, CA**
1/9/2018

I can't think of one single reason to not give Look Stairchairs less than five stars. Honestly, this isn't the first product you want to buy but the autonomy it'll provide my husband is awesome.

Tyler was our sales representative. I called and left a message on Friday, 1/4/18. Within 15 minutes I received a call back with a same day appointment. Tyler answered all of our questions, made recommendations, explained reasons why/why not the installation would go a certain way. He made

every effort to ensure us a reasonable price as well. Tyler made me feel comfortable the minute we spoke on the phone and I felt like he was a friend when he arrived for the appointment.

Tuesday: 1/9/18 is installation day. We were told our installers would arrive by 10:30am; they arrived at 10:05am. The installation would be completed by 2pm; it was done by 1:20. Two young men, I call them "the Thomases" (both named Thomas) showed up at the door, politely introduced themselves and got to work. No breaks, no lunch until the job was done. Thomas gave us options regarding the installation and it has been done very professionally.

I called Marilyn Look, owner, because I wanted to share with her personally what a great job her guys did and she should be proud of their representation of her business. This business is located in Simi. VERY IMPRESSIVE experience - in every way.

○ **Steve K.**

○ **Ventura, CA**

12/21/2017

My wife was diagnosed with M.S. several years ago and the symptoms progressed to the point where her safety on our stairs was becoming a huge concern. I contacted Marilyn to find out what the options were for my wife's specific need for mobility.

From the moment we met I got this very positive feeling of her wanting to help us with our concern and not just trying to sell a chairlift. I was also impressed that hers is a family owned business with many solid recommendations.

The installation and ease of use have been outstanding.

Without a doubt one of the best decisions I have ever made!

○ **Diana R.**

○ **Los Angeles, CA**

9/8/2017

This family...I can't say enough good things about my experience with Look Stairchairs. I first contacted Look Stairchairs several months ago. They were the second company I contacted because the first couldn't provide what I was looking for. I have MS and my walking up and down my stairs has gotten tougher. I was donated a stair chair lift but had to install it myself. When I spoke to Tyler at the shop, he wasn't sure they could do install a used set, but set out to find out and rally for my cause. The back and forth between Tyler and the assistant to the owner of the lift took a couple months because the assistant was out of the country. After a little while, Tyler was finally able to get all the information from the owner of the lift, spoke with his bosses and installers and was finally able to get me an answer: yes, they could install it for me. Now, this took a lot of coordinating between the company and the assistant, but we finally got it done!!! Tyler was amazing throughout out the whole process. He stayed in touch with me on a weekly basis (sometimes daily), kept me updated when he was able to reach the assistant and never wavered in his assistance to my cause. Now I feel safe using my stairs and even though it took a long time (by no means the company's fault), I felt comfortable and patient because of Tyler's constant updates.

On the day of installation, Mike and a co-installer went to Beverly Hills to pick up the donated lift, transported it to my home in Echo Park and installed it. After installation, Mike noticed that there was a squeaking sound that was very high pitched and annoying. He stayed as long as it took him to fix the sound, and he did! He also offered to come by one day and bring me a newer armrest cover as the donated one is very "used". Mike and his co-worker were really kind and very professional.

The two words that come to me about this company is kindness and professionalism. I feel like

Tyler and I are now old friends, and should the need arise for another chair lift or a relocation, I will definitely be calling this company again...and so should you!!

○ **Donna L.**

○ **Placentia, CA**

2/25/2017

This was a great company to work with from start to finish! My 96 year old mother had to move in with us suddenly after being independent for her entire life. We have a 2 story house and needed to get a stair lift as soon as possible. Marilyn was out here to measure within 48 hours of my first phone call. She had the order placed quickly and the stairchair was installed in less time than anticipated. The crew

◆ was on time and neat and tidy. They cleaned up after themselves and were respectful of the fact that my mother was in a hospital bed in our dining room. Before they left I was given a thorough demonstration of how the chair works. I am so pleased with this company! Thank you Marilyn and family!

○ **Sal A.**

○ **Simi Valley, CA**

2/19/2017

Everyone was great from the front desk, to the inspection of the house to see what would work, and through the installation process. Everyone was great and wonderful and I highly recommend them. The unit was installed in August and everything has been great.

Wayne S.

Rancho Cucamonga, CA

1/28/2017

Excellent price. Professional installation. Superb customer service. I would highly recommend Look Stairchairs to everyone. I called for a quote late in the afternoon and Marilyn came to my home the next morning. The technicians came out the following day to install the chairlift. Look had everything in stock so there was no waiting for deliveries. The installation was professional and quick. We could not be more satisfied with this purchase. Thank you again Look Chairstairs.

○ **Jane U.**

○ **Encino, Los Angeles, CA**

1/27/2017

Look Stairchairs is a professional, knowledgeable, honest and reliable family-owned company. We will be enthusiastically using them for all our chairlift needs.

We called Look Stairchairs after my mother-in-law, who is 87 and who lives in a two-story house, fractured her ankle and the company that had originally installed her Bruno chairlift in 2006 1) couldn't come out for nine days, despite the urgency of the situation, and 2) the technician pulled a bait and switch on her, claiming the \$9000 repair would take three weeks but he could do it the next day, with "another company," for only \$4500.

Look returned my call promptly. I first talked to Melissa, who asked me detailed questions about the

unit and the problem, figuring out that it was probably electrical. She said Launis would call me that afternoon to schedule a technician, which he did. He also talked to me at length about the problem and scheduled a technician (all their technicians work only for Look) to come a day and a half later.

Tom came to my mother-in-law's on time. He was a pro and quickly resolved the problem, completing the repair in 45 minutes and charging \$550, including the \$150 service call. Marilyn followed up later that afternoon to make sure we were satisfied.

I am very impressed with this company -- their professionalism, expertise, trustworthiness and outstanding customer service. I highly recommend Look Stairchairs.

Eugene G.

o **Los Angeles, CA**
11/21/2016

I have the highest praise for Look Stairchairs and owner, Marilyn Look. Marilyn and her technicians are very knowledgeable and dependable, especially since the space where my stairchair was installed was a very challenging one. Their attention to detail and careful measurements made for a perfect installation. Their price was also far less than another stairchair company in the Valley that gave me bad advice which would have caused me to spend much more money needlessly. Three friends of mine have had Look install stairchairs in their homes as well. All three were also extremely pleased with their installations and the lower prices of the reliable Bruno Stairchair Company. One competitor wanted to charge me over 60% more than I paid Look Stairchairs for the same equipment. I am very pleased with the quality of the equipment and the installation technicians.

o **William K.**

o **Malibu, CA**
11/9/2016

This is absolutely one of the best companies I have ever worked with. I purchased four Bruno stair chairs from them over 2 1/2 years ago to assist my wife who had Alzheimer's. She passed away last year and now I am using the chairs because of a recent hip replacement. They have performed flawlessly and when they have needed service it has been provided in a fair and prompt manner. The chairs have allowed me to stay in my home since I have numerous stairs. In addition to providing an indoor curved unit that goes up two tall flights of stairs, they even engineered a chair that gives me access to a large, elevated shower. Beautifully done.

This is a family owned business that is a delight to deal with. Before purchasing the chairs from them I talked to three of their competitors. Besides having the best price they were the easiest company to deal with.

I have recommended this company many times..

Gerald F.

o **Thousand Oaks, CA**
10/24/2015

We met with Marilyn Look to discuss our needs and were immediately impressed by her knowledge and low-key sales approach. She was friendly, down to earth and answered each question completely. We

ordered a Bruno Elite Curve Custom stairlift from her. She took multiple pictures of our staircase with computer contacts placed on each step to be used by the factory to custom design and fabricate our system.

Marilyn's husband, Launis, and two assistant installers arrived yesterday morning and spent four hours assembling and installing the stairlift. They were polite, informative and thorough making sure each piece of the system was correctly installed and secured. Launis explained what they were doing at each step and then gave me a detailed run through when finished to be sure that I understood its operation and maintenance. They were meticulous in cleaning up any debris from the installation with the result that we are very pleased with our new Bruno chairlift.

- **Linda T.**

- **Canyon Country, CA**
5/29/2015

I have arthritis in my knees, and will need knee surgery soon. I have been having a lot of difficulty getting up and down my stairs, so I recently had a stair chair installed by Look Stairchairs. I just love my new stair chair. I use it all the time and it's so much better for my knees. I just wanted to say what a wonderful experience it was dealing with everyone at Look Stairchairs. I did a lot of research before I purchased my stair chair, and am very happy with the product and the company. The Bruno chair I selected is top quality, the price was very reasonable, and Marilyn (one of the owners) was very pleasant, experienced and professional as she explained all the options available to me. I was able to set an appointment to have the chair installed soon thereafter. The stair chair installers from Look Stairchairs were on time, polite, professional plus extremely competent. The stair lift was installed quickly, then all aspects of its operation and upkeep were carefully and thoroughly explained. It was a really pleasure doing business with everyone at Look Stairchairs. They have a first class operation, and I would highly recommend anyone to use Look Stairchairs if they need a stair chair.

Rosemary T.

- **Port Hueneme, CA**

- 1/4/2015

I called on a Friday morning. Marilyn was at my house in less than three hours. I needed the chair by Sunday night at 5 pm. No problem. The chair was put in on Sunday. My husband, who is in a wheel chair is no longer housebound. What fabulous service. Prompt, professional. The installation was on time.

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- **George K.**

- **Pasadena, CA**
7/25/2014

If you're in need of a stair chair, "Look" no further! (HAH! :D)

After deciding on a Bruno Stair Lift, I looked for their distributors in Southern California. Look Stairchairs was one of their most highly rated sellers.

I was surprised to receive a quote directly from Marilyn Look, the founder and owner of the

company. I got a few more quotes as well, but theirs was the best. The fact that they are a family owned company appealed to me.

Marilyn came out the next day to do some measurements and to discuss everything with me. She is a delight! Not only is she courteous and professional, she's also kind and caring, and, based on some of her personal stories, I know that she truly understands what it means to be disabled and have limited mobility. By the end of her visit, I KNEW that she understood my needs, and that I'd be well taken care of.

Unlike the other quotes I received, Marilyn's didn't include all of the expensive power options available on stair lifts, only the one that I knew I would need. As she explained, most people don't need the power folding footrests and power swivel, and these options add hundreds if not thousands of dollars to the cost of the stair lift. She didn't want to sell me something she knew I probably wouldn't need, simply to make more money. What a concept!

The next day, her son and his friend came out to install my stair lift. Although quite young, they are a model of professionalism! They were prompt and courteous, and did a beautiful job of installing my stair lift. When they were done, not a single piece of trash was left behind. They even went to the effort of running the power cord underneath the edge of the carpet, so it isn't visible.

Marilyn's son then walked me through everything I need to know about my new stair lift. He wasn't going to leave until he was sure that I was satisfied and until all of my questions were answered! Before he left, he attached a sticker beneath my chair with their contact information, so I would always know who to call if I had any questions.

In the day and age when service seems to be a thing of the past, it's always a breath of fresh air when you find a company that understands that their customers are their greatest asset. Look Stairchairs is such a company. I would recommend them to ANYONE in need of a stair lift!
