



"LIKE LOOKING AT A KIA VERSUS A LEXUS": A VAULT CUSTOMER ON THE COMPETITION

06/05/2016

Don Cooper knows a thing or two about longevity: His family has been in Grand Park, Illinois, for 160 years. In 1968, the father-daughter couple began work with Don Cooper Cabinet Co. Over the last few decades, he learned that an unwavering commitment to quality work and customer service is the key to remaining profitable in business. So, as a result, he learned to tell the difference between something that will last and something that won't.

AN UNRIVALED PRODUCT

In no uncertain terms, Don Cooper knew he was shopping for cabinets for his personal shop/garage he meant going to work for your quality, his budget, his location, his needs, and, of course, your company's reputation. He looked at the major players: "Biggest" brands, which he described simply as "junk," the lowest of budgets, and quality, which he described as "premium." But he "loved Vault," and the game changed. "I was kind of looking at it as versus a Lexus."

Once Don found the level of quality he was after, he put Vault's customer service to the test. Don brought his own laptop down to the table and worked directly with Vault's owner, Chad Isaac, to show everything and how it works.

Chad was great to work with. Very informative in his design. I gave him the layout of my garage and what I wanted to accomplish, and he changed my mind on some things. I show the changes that he made – and I think my family goes on being things out – when he did not see delivery a plan... I don't regret changing when I did.

STYLE AND FUNCTION

And what Don ended up with is, according to him, equal parts great cabinet and great art:

"It is not only a great looking cabinet – it's a well-made cabinet."

For his home shop – a "big shop" where he hosts appointments, 40% of other equipment – Don and Chad had a lot to talk about: 20 drawers, a combination of closed, cabinet, and drawers, in terms of design, Don had seen that they had the best and thought of his design. He looks for the way they float off the ground, allowing for adjustable counter height and underneath storage and clearance. As far as the quality of the drawers, Don was pretty sure when he chose:

"Their drawers were not like the 25,000 hollowbars that I have [in Cooper Automotive]."

Finally, though, there's the weight-bearing strength of the shelves, which includes multiple well-arms:

For the weight we put in drawers, for the stuff I put on my shelves... you'd think that hanging from the wall that if you put weight on them it's going to break these cabinets, where they don't seem to sag or anything at all, and it doesn't happen.

While the function and strength of Vault cabinets impresses our clients, it's often the look that really draws them in. Don Cooper says he loves the classic design look, which is the one he's used for his own old-fashioned shop toolboxes. The quality of the finish simply blew him away. "I mean, it's an automotive finish – I mean there is a little bit of 'no dust' that other cabinets have. But from Vault, it's the reasoning when they address how on their 'houseplants.' 'Everybody walks into my garage, and they just go, 'what the hell? This is a nice house.' It might be 'they came to work, but what a nice garage as known to me.' This is a nice 'my house.' The finish and the cabinet was made and a whole respect to Don is a sign to look for the function and quality of the product."

"It's a nice set up," he says. "It's not the best with you, I have a business – that would be a cabinet that I would be afraid to put in my shop... From a work standpoint, that cabinet can take the abuse of a production shop."

Style and function. Vault offers the best of both worlds.

ADVICE FOR GARAGE CABINET SHOPPERS

At the point, Don has had his cabinets for almost a year. "We had no issues whatsoever," he says.

"The amount... Their craftsmanship, their quality is phenomenal."

Looking back, Don is also grateful that Chad worked with him to get the design right the first time. "I think I was really well served. I don't have to spend a year to change it."

Keeping these statements in mind – and knowing that he's already got his eye on a couple more VAULT projects to add to the shop – it's not hard to guess the result of the advice Don's ready to share when garage cabinets are concerned. It's thoughtful and smart, and it's what you should be looking for your own quality service and quality.

If there is one thing that's important, you're probably going to purchase a different line, if you're looking for the ultimate quality that Vault will not just as good for years from now as it does today. Vault's quality is not just in the product, it's in the customer service – for the cabinet to hang on the wall like it does and for the weight that they take and for the quality of the cabinet. I had them for a year and they look like they did just this year.

We are proud to have the endorsement of someone who made a career of looking people in the eye and delivering products with 100% effort to give them the best of the best in terms of craftsmanship and customer service – every customer, every cabinet, every time. We set the bar on customer garage cabinet craftsmanship and there, but if you don't see work and service up against the competition, it will be clear as day why Don's not going to be to you – Vault will be the best garage cabinet you've ever had. 100% of course, you can't have too much.

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