



## **A TIME FOR REINVENTION.**

### **AN UPDATE ON THE GOING CONCERN OF TUCKER-BENTLEY.**

Tucker-Bentley was founded in February, 2017 as a sub-division of my phone and electronics repair business, ColbyTucker (or, as it is known now, The Royal-Detroit Company). At the time of its founding there was a clear demand for the service of typewriter repair for the general public, and that demand is still going strong to this day. Moreover, I founded Tucker-Bentley at a time when I had the time available to me for on-demand repair services. I have always taken pride in this field and am glad to be recognized among the few who perform professional services on a commercial level. It is and has been a great honor to serve the people of the Fenton, Linden, Holly, and greater tri-county area for the past three years as the sole service provider in this twenty mile radius.

However, there is a time for change in every business and Tucker-Bentley (and Royal-Detroit as a whole) is no exception. Due to recent circumstances, I have had to give long, hard thought to the going concern of this business. I have decided to cut back on the intake of repair jobs immensely and decrease the availability of the business to the general public. While I will still perform repairs for individuals, I will choose to focus on entirely manual typewriters and for a certain demographic rather than public interest.

Effective for the week starting May 4, 2020, Tucker-Bentley will no longer provide service to the general public, and will focus entirely on the collector community. Likewise, Tucker-Bentley and Royal-Detroit Telluride will cease offering free resources and training for do-it-yourself mechanics and those wishing to become professional typewriter technicians. I have always believed that the free transmission of information is a beneficial aspect to any hobby, and still hold those strongly held beliefs. However, Tucker-Bentley has received some significant damages from this, and we must seize this activity. This will not be a permanent fixture, however. Training will be gradually rolled back out in the coming months under a new proposed program.

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In the coming months, Tucker-Bentley will be restructured and reinvented to help eliminate issues that have risen within this industry, to help us serve our customers even better, and to help us remain an industry leading and innovative firm. This is the goal of Royal-Detroit as a whole, and will continue through every operation we run. These changes may vastly change the way we operate and serve you, our customer, but we will always have you at the forefront of operations and are glad you're coming along for the ride. Unlike some other firms in this industry, our goal has never been to increase profits and put money ahead of our customers. You are our one and only priority, and we plan to continue that legacy.

**It is worth stating;**

There will be no change to warranty terms on machines serviced prior to March 20, and warranty repair will be available through 2025 unless specified otherwise in the statement of warranty issued with your repair. For more information regarding warranty, please email [warranty@royaldetroit.com](mailto:warranty@royaldetroit.com).

Please send all other inquiries to [preston@royaldetroit.com](mailto:preston@royaldetroit.com).

I am very glad to have been your typewriter repair partner for as long as I have, and look forward to keeping with that tradition.

Best Regards,

Preston D.T. English  
The Royal-Detroit Company  
Fenton, Mich. USA



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