Oak Grove Fire Department

Desire – Courage – Ability

Date: 6/4/2025

Dear Eric,

I wanted to take a moment to personally thank you and your entire team at Defender Supply for the incredible experience we had working with you on our 2024 Ram Chief's truck. From beginning to end, it was evident that we were working with a group of professionals who genuinely care about the quality of their work.

Before connecting with your team, we had attempted to work with several upfitters here in Oklahoma. Unfortunately, they wouldn't even quote the build — we believe the complexity of the project made it too challenging for them. Garrett, however, was enthusiastic about the opportunity and had complete confidence in Defender Supply's ability to take it on. He acknowledged the difficulty of the build but never once hesitated, and that gave us reassurance from the very start.

You all far exceeded my expectations. From the moment we took delivery, it was immediately obvious that this truck was something special — we were absolutely getting our money's worth. The level of craftsmanship was extraordinary. In our past experiences with other upfitters, there were always one or two details that weren't quite right. But this time, everything was flawless.

Garrett was meticulous throughout the entire process. Nothing was overlooked. The more time I spend around the truck, the more details I notice — each one a testament to the care and pride your shop takes in its work. It's clear your team isn't focused on just pushing out numbers; they're dedicated to delivering top-tier quality, and that truly matters.

The truck has been turning heads since the day we brought it home. I get comments on it weekly. From the Taco Bueno drive-thru attendant to people with no knowledge of wiring, everyone notices the uniform, pristine wiring job and overall presentation. I've had multiple people ask who built it, noting how it stands apart from anything else in the area. I always proudly tell them, "Defender Supply in Texas," and I wholeheartedly recommend your company every time.

I am absolutely thrilled to continue working with you in the future and plan to send many more vehicles your way. Defender Supply has earned a lifelong customer in Oak Grove Fire when it comes to our command and support units.

To sum it all up: Garrett played a key role in making this process smooth and enjoyable. Even when we returned for some warranty work, everything was handled effortlessly. You've built not only a great company but also a team that is empowered to care deeply about their work — and that makes all the difference.

On behalf of everyone at Oak Grove Fire, thank you for everything you've done. We are beyond pleased and grateful for the outstanding service and quality you've delivered.

Sincerely,

Riley Shepherd

Riley Shepherd
Fire Chief

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