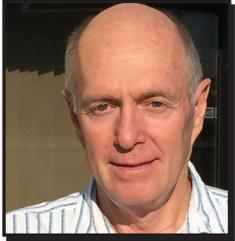


RECORE *Newsletter*

TRADING COMPANY, L.L.C.

4 Bridle Bridge Rd. • Hudson, NH 03051
www.recoretrading.com



Don Belisle, Sr.
Owner of
Recore Trading
Company, L.L.C.

Who Is Looking Out For You?

By Don Belisle, Sr.

Last week I, along with all ATRA NH members, received an email from Bruce Crawford (executive director of ATRA) that alerted us to a bill that is being considered by the NH



legislature. Bruce explained that the bill is being put forth by the Alliance of Automobile Manufacturers. On the surface, the bill's intent through legislation was to insure that auto body repair shops are being paid fairly for making safe and proper repairs to crashed autos. Sounds good right? Having owned body shops in a former life I thought this a great idea and about time. As many of you know, the insurance companies control this market and their main concern is saving money above all else. When Bruce researched the bill, he realized it had specific clauses prohibiting the use of recycled and aftermarket parts! Aftermarket parts are a whole other issue and don't affect us much, but to eliminate the use of recycled parts seems ridiculous! After all, recycled parts ARE OEM parts! How could the auto manufacturers claim that the parts they used when they built the cars would not yield a proper and safe repair? Bruce's email was a call to arms asking salvage yard owners and industry related persons to attend a legislative committee meeting and give testimony to the merits of this bill. As you would expect, the committee meeting was attended by concerned body shop owners who gave compelling testimony. ATRA was represented by Bruce Crawford, Rick Belanger of Ponderosa Salvage, Zach Phelps of Central Auto Parts, Charlie Haas of Majestic Motors and me, Don Belisle of Recore Trading Co. Scott Robertson of Robertson Auto Salvage in MA and Andreas Heiss of LKQ were also in attendance. Scott is the second VP of the executive committee of ATRA, our national organization. Andreas is the government affairs manager for LKQ. When the rep from the "Alliance" saw the opposition we collectively brought forth, he submitted an amendment to the bill allowing the use of recycled OEM parts. I'm convinced that if we did/do not

have good representation at this and future meetings we would be facing laws that prohibit the use of our parts for crash repair! If you don't think this is possible, just look at Rhode Island where the "Alliance" recently passed this very legislation without the amendment allowing recycled parts! What's next - outlawing the use of recycled engines and transmissions by claiming a safety or emissions issue? This is exactly why ALL salvage yard operators need to support and be involved with your state and national organizations. They are literally fighting for your survival. I am amazed that we did not have more yard owners show up to help with this cause. Bruce and Scott will stay on top of this for us but please help them when they need it. It could literally save your business!

NH DES

As many of you know, some of us - including me - recently had issues with DES here in NH. Prior to this, NH recyclers enjoyed a great cooperative relationship with the state. We have worked



NEW HAMPSHIRE
DEPARTMENT OF
**Environmental
Services**

together to promote good and reasonable legislation and procedures. This has worked for several years and both sides benefit from it. After my issue, I set up a meeting with Pam Hoyt Dennison who is the department head at

continued on page 2

Who Is Looking Out For You? *Continued from Page 1*

the NH agency that deals with salvage yards. I did not want my issue to snowball into an ugly, uncooperative relationship. I also wanted to discuss what, if anything, had changed at the state and what we could do to reestablish the spirit of cooperation to the benefit of both/all of us. I explained that I was not officially representing ATRA; however, I have their best interest at heart. Pam was very receptive as she explained what was going on at the state,

what had changed and what had happened at my site. She went on to say what would happen in the future. All in all, it was a good meeting where we both came away with an understanding of the other person's position. Yes, mistakes were made but yes, they are being corrected, so problem solved. NH recyclers enjoy a better relationship with their state environmental agency than any other state in the country. We are fortunate to have very good and reasonable people like Pam to work with.

3 Tips to Having a Better Life *By D.J. Harrington*



Having a better life can be achieved through implementation of 3 helpful tips. The first tip is simple and only takes seconds to do. While on her way to work only a few weeks ago, Sheila pulled into one of two lanes at a fast-food chicken place close to home. She was in a huge hurry, but her stomach was talking. Traffic

had been heavy that morning and because the two drive thru lanes were merging into one, Sheila wasn't so sure about letting another car in front of her. Deciding to be nice, she waived the driver to get into her lane. When Sheila approached the window clerk, she discovered that her bill had been paid for by that driver. It only took seconds for that early morning driver to become a hero in Sheila's eyes.

In many of my classes, I remind people that it takes only 7 muscles to smile and 28 muscles to frown. Many of our faces need to stop working overtime. Start smiling at strangers, look into their eyes and say, "Hello". Try to show you're friendly and care about their welfare. There's a virtual parallel between our attitude toward strangers and our overall level of happiness. True happiness shows in everything we do.

I'm not suggesting it's better to be outgoing than being introverted or expend tons of extra energy trying to brighten another person's day. In no way am I advocating for friendliness that's disingenuous. However, if you think of strangers as being a little more like you and treating them with kindness, respect, and eye contact as only you would want to be treated, you'll probably notice some nice changes in yourself.

As I start each day, I ponder on my second tip – Thankfulness. I reflect on who or what I should be thankful for. First, and foremost, I thank God for the day and then think of people to thank. To me, gratitude and inner peace go together. All of us have other people we need to thank. Those people could be friends, family members, teachers, people from

work, a mentor, maybe someone who gave you a break, or people from your past that helped shape your success. As you think of people to be grateful for, remember it could be anyone. It could be someone who allowed you to merge into traffic ahead of them or someone who held the door open for you.

The whole point is to move your attention toward gratitude. If you reflect on gratitude each morning, it will remind you to focus on the good in your life. I know how easy it is to slip into various forms of negativity throughout the day. After all, stuff happens all day long. I personally ponder on the people who have helped me in my career and quest for success. Then because of the help those people gave me, my mind moves toward gratitude. Then a smile and nod bring me back to reality and I realize appreciation for their help. Suddenly, my day is back on track. Thankfulness really works. Try it.



My third tip is to become a better listener. Remember, God gave you two ears and only one mouth. That is a hint to listen twice as much as you talk. Can you imagine the conversation if all of us had two mouths? We would never stop talking. Before you jump into any conversation, let the other person finish their sentence, even if interrupting keeps you from forgetting what you want to

add. Listening to another person without interruption will reward you. Most people aren't good listeners because they're waiting for their turn to talk and sometimes without any gap in between.

Women are better listeners than men. Men have lots to learn about listening. Slowing down your responses and becoming a better listener aids you in becoming a more peaceful person. Not only will becoming a better listener make a patient person, it will also enhance the quality of relationships with others. You'll have more friends, and they'll respect you more for your stellar listening skills. Everyone loves to talk to someone who truly listens to what they are saying. Listening is truly an art form that all of us can achieve if we talk after we've first listened.

Want to have a better life? Take a few seconds of your time each day to make someone else's day happier. Be thankful for the part others have played in making your life better and don't forget to use your listening ears everyday so you can help others to have a better day.

See you next time..

D.J. Harrington can be reached at 800-352-5252, email: dj@djsays.com, website: www.djsays.com.

EXPERIENCE

As buyers and processors of catalytic converters and a leader within the industry, Recore Trading is celebrating over 29 years in the business. We have specialized in catalytic converters since the very beginning of catalytic converter recycling!!



You Simply Must Have Modern Computer Skills By Ron Sturgeon



The first article in this series listed more than 25 tactics to increase your business success, all of them based on my experience. I started with nothing and didn't get to college, so I know you can achieve maximum success, regardless of your education. E-mail me to get the first article (or any of the other articles) in the series. Each takes a closer look at one of the tactics listed in that first article.

I am always amazed at the quality of computer skills those that are looking for work have. We use Excel a lot and test for it. Most applicants say their skills are rusty, but they can't create a simple 9-cell spreadsheet. But even more amazing are the owners and their lack of computer skills. Granted many are older and have never learned the skills but they *aren't* interested in learning them. They don't even do email. I believe solid computer skills are absolutely required of anyone who wants to have a career in business or management. I recently changed banks because they assigned me to a new loan officer who didn't do email. Really? How is that even possible today?

No matter your age, you simply must have solid computer skills and keep them current to be effective.

When Ford bought my yard, they required almost all of my employees to use their computer systems. Since those days in the 1990s, we continue to struggle to find employees that have all the computer skills they should. If you can't use PowerPoint and Excel, you will likely never be a manager who reports to a boss with responsibility for marketing, finance, budgeting.

There are lots of training courses and you should go and send your employees who need better computer skills to as many as is feasible. Not only will they learn, but sending them for training makes them feel better about themselves and about you as a boss for investing in them.

These are common computer-skill gaps:

1. **Apple vs PC.** I promise I am not discriminating against the younger crowd, and those of you that know me know that I am not afraid of innovation. But the reality (however sad you might think it is) is that the world still talks PC. I personally think the Apple tools are much more intuitive and powerful, especially for audio, video and graphic/photo works. The world talks Excel and Word, with all their tools and you have to be able to use them. Yes, Apple can use these, but I routinely get files created on apples and they aren't compatible. You can be dismissive, and try to force others to accept your Apple work, but it's going to slow you down. Keep your Apple for creative tasks, but make a PC your workhorse. And users don't know how to use track changes, etc. Also, you CANNOT DO THE REQUIRED TASKS ON YOUR CELL PHONE.
2. **Email Client.** You must have an email client; you can't manage email on a web based platform, saving attach-

ments, if you are going to be effective and efficient. There are options, but overwhelmingly it's going to be Outlook on a PC.

3. **Inability to use the internet effectively.** They don't know how to do searches with quote marks, for instance. This is so basic, I could go on and on, but such simple lapses in knowledge indicate a need for training.
4. **Poor file/folder structures for emails and documents.** Most just use the ones furnished by their computer or they create a folder for every topic with no rhyme or reason or they save every folder and document onto their desktop screen. Email folders should resemble document folders.
5. **Poor work habits concerning email.** Thousands of emails in their inbox. They scroll up and down looking for the email they want and have no perception of what remains to be done. The inbox should be for items that aren't handled, period. After it's handled, it should be moved to a folder or deleted. And please delete things that just aren't important so the email files don't get so bloated. It usually happens at about 2 months, when someone misses a deadline, and I ask to see their inbox, and it has hundreds of emails in it. I love the look on their face when I empty their inbox by creating a folder titled "*all emails before xx date*", highlight and move everything from the inbox to there.

Then I tell them they better work emails as they come in and keep the inbox clean. 10-20 is a good goal for the inbox count.

6. **Bad logic when creating the folders for saving things.** You can't have a folder for every person, and also one for legal, and one for sales, and one for marketing. Some people are just more organized about the logic of such a system, but some can't work through it, we finally started furnishing a set of folders, and told employees they can't create one without asking. They will have a legitimate need to create a new folder, but this affords us an opportunity to trim them to think strategically about how to do this, or point out why an existing folder is the right choice. I personally don't create

continued on page 4



EQUIPMENT

Recore Trading Company is the only catalytic converter buyer throughout the Northeast and beyond with a state-of-the-art in house precious metals lab, milling and sampling line and de-canning stations. We have the expertise to sort your cats into categories of similar precious metal content to maximize return. Then de-cann and process them in house, analyze in our lab and pay you for every gram of precious metals you sold us. Doing everything in house cuts out all of the middlemen and we sell our product to an automobile manufacturer.



How To Make Sales During Hard Times By Mike French



Business owners tell me all the time that they aren't getting their advertising done because they are wearing too many hats these days and are distracted by other important things they need to do. But those who advertise are the ones who end up with

the lion's share of the business - even during hard economic times. Consumers still need things and will buy them, even in a down economy. Consumers will especially purchase value-priced replacement auto parts. It is even possible to prosper and even outsell the competition in times like these. Here are some suggestions to help you do just that.

Do the Most Important Things First

Even in advertising, you have to schedule important activities in or they won't get done. Charlie "Tremendous"

Jones, in his book, "Life is Tremendous", tells the story of a frustrated businessman who asked him for a solution to his problem of never getting important things done. Charlie asked the man to describe a typical business day. After the businessman finished describing his day, Charlie wrote down a simple solution to the problem and handed it to the man. Here's what it said: "Every night before you go to bed, make a list of what you need to accomplish the next day. Then number the list with the most important item being number one, and the second most important thing being number two, and so on. The next day when you get to work, only concentrate on doing

the number one item on your list and don't do anything else until it's done. Shut out all distractions. When the first item on your list is completed, cross it off and concentrate on doing the second item. Do as many things as you can from your list for that day in their order of importance.

continued on page 5



You Simply Must Have Modern Computer Skills Continued from page 3

5 new folders per year. I was taught this at Ford, but I am sure there are courses or books on the topic. After 20 years using a computer, I have over 100,000 documents saved, and can find almost anything instantly. (using the file structure, not the search function)

7. **Saving everything in a printed file.** Inability to scan and save a document.
8. **Failure to save documents into folders.** Just leaving them attached to emails.
9. **Bad digital image and photo skills.** No understanding of taking digital photos, saving them, reducing them in size for email, using a thumb drive, or uploading up or down from a cloud
10. **Failure to have a system for the way they name and save files.** They lose or overwrite files. My staff saves every document with a date in the name.
11. **Inability to use track changes in Word.** This is a big danger sign, as it takes 2 minutes to learn this.

Whose fault is it if you have an employee with bad computer skills? Look in the mirror. You hired them in all

likelihood. Did you test? But after that, why haven't they been sent for training? Depending on what they need, send them for training weekly until they are up to speed. In my experience, you can train too fast. Excel is complex. Don't send them to basic class one day and an advanced course next week; the training has to soak in.

As an owner, you should lead by example and know how to do what you expect then to know how to do.

Remember only you can make business great!

Ron Sturgeon, Mr. Mission Possible, has been a successful business owner for more than 35 years. As a small business consultant, he can deliver wisdom and advice gleaned from an enviable business career that started when he opened a VW repair business as a homeless 17-year-old and culminated in the sale of several businesses he built to Fortune 500 companies.

Ron has helped bankers, lawyers, insurance agents, restaurant owners, and body shop owners, as well as countless salvage yard owners to become more successful business people. He is an expert in helping small business owners set the right business strategies, implement pay-for-performance, and find new customers on the web.

As a consultant, Ron shares his expertise in strategic planning, capitalization, compensation, growing market share, and more in his signature plainspoken style, providing field-proven, and high-profit best practices well ahead of the business news curve. Ron is the author of nine books, including *How to Salvage More Millions from Your Small Business*.

To inquire about consulting or keynote speaking, contact Ron at 817-834-3625, ext. 232, rons@MrMissionPossible.com, 5940 Eden, Haltom City, TX 76117.

PEOPLE

Because Recore Trading Company treats others how we want to be

treated, we are known for our prompt, courteous and friendly service with immediate cash payment. And most of our customers are not only our suppliers, they are our neighbors and have become long lasting friends.



February Meeting of ATRA of NH

The February meeting of ATRA of NH was held Wednesday, February 6, 2019 at 6:30 in Suite B of the Convention Building across the parking lot from the The Puritan Back Room Restaurant in Manchester, NH.

The speaker for the evening was Andrea W. Kenter, P.G. Senior Associate/Senior Hydrogeologist with ATRA of NH Member GeoInsight, Inc. She spoke about stormwater and Stormwater Pollution Prevention Plans. The emphasis was on why most yards are required to implement stormwater sampling because of their SIC codes, how to comply with the regulatory requirements and what mechanisms can get them in compliance.

If you have any further questions, Andrea's contact info is: AWKenter@geoinc.com, 603-314-0820, and cell 603-303-5867.



Open Invitation

At our ATRA NH May meeting on Wednesday evening May 1 we will be fortunate enough to have Mark Caffarey of Umicore as our speaker. Mark is the North American Supply manager of Umicore, an international materials technology company located in Brussels Belgium. Mark gives presentations all over the world and is highly sought after. Mark will speak to us on the technology, proper handling and recycling of all types of batteries. He will explain which ones have recycling value, which ones present danger and how to handle all of them.

What is the difference between Nickel metal Hydride and Lithium ion and how do you handle them safely? Which ones have value and which ones are dangerous? Mark will tell us. ATRA NH is inviting any and all salvage yard owners from neighboring states to attend. You will have to pay for your meal (\$30.00), other than that this is free. We are all seeing more and more Hybrids and EV's in our yards, learn how to handle them properly. Contact Bruce Crawford to reserve your spot atraofnh@gmail.com.

How To Makes Sales During Hard Times Continued from page 4

Then, at the end of the day, make an itemized list for the next day and repeat this each following day. You may not get everything on your list done for that day, but you will always get the most important things done. The man took the note, put it in his pocket, and asked Charlie to send him a bill. But Charlie said, "No! Just try my idea for a month, and then send me a check for how much you think its worth." A month later, Charlie received a check in the mail from the man for \$10,000! This was during the 1950's when that was a whopping amount of money.

Add value to your products and services

It will make advertising much easier for you! When I first started in the advertising business many years ago, I proudly showed a friend of mine the ad I had put together to advertise my business. My friend was a very successful salesman whose opinion I greatly respected. He looked at my ad copy which said among other things, "The best prices on the planet!" He frowned and handed me back the ad. He said, "Mike, don't use the sentence about your prices being the best on the planet. If you live by price, you will die by price! So don't go that route in your advertising!" I argued with him, "But, I DO have the best prices in the industry I'm marketing in and I can prove it." He said, "That may be true, Mike, but there will always be someone somewhere who is willing to do it cheaper, and you will always be fighting an uphill battle about price. Instead, you should say something like, 'The best VALUE on the planet!' People can always argue price with you, but they can't argue value. Value is made up of things that are hard to measure." He then told me that when people value something, money is no

object. For instance, many poor people have big TV sets in their homes because that's what they value and people will ALWAYS find a way to get anything they truly value!

In other words, you can't always control the price of your products; but that shouldn't stop you from adding more value. Most buying decisions are not based solely on price but on many other factors. People consider ease of purchase, an existing relationship with someone in sales, and the speed of shipping (how fast they will get it). These are things you can work to emphasize and improve.

Improve yourself and how you treat your customers

Dale Carnegie, the author of "How to win friends and influence people," said, "People who are unable to motivate themselves must be content with mediocrity." You have no control over what your competition is doing, so don't worry about that. Instead, concentrate on giving your customers a very positive experience when they buy from you. Work on having a positive attitude - even

continued on page 6

COMMITMENT

Whether you have 10 catalytic converters, 100 or 1,000's, Recore Trading Company is committed to and welcomes the opportunity to earn your business. You work hard, so you & your family deserve to maximize your profit. You will get paid **MORE at RECORE!**



Get Involved, Support ARA By Guest Columnist Scott Robertson



I got the call just over four years ago, and I almost said no. ARA past President Chris Wright called asking me to be the Northeast Regional Director for ARA. Chris was a pro in keeping me on the line until I said yes. He must have been ARA's designated closer.

After 3 years they came calling again...this time for the Executive Committee, a five year commitment of your time, then another ten on the Board of Directors. ARA already had me hooked and now they were boating me, I was all in. If you've ever had children, my first year of the ARA EC was just like having your first child, the most challenging but rewarding job you'll ever take on.

Jonathan Morrow, this year's ARA President, has set his term goals on improving education within our Industry. He is determined that ARA will be the source where recyclers log into for assistance and answers in running your company, all free of charge as a member benefit. ARA will be making announcements in the upcoming months with information.

Marty Hollingshead has joined forces with past President RD Hopper and Becky Berube to implement an ARA sponsored mentoring program where recyclers are helping recyclers. I have found that some of the best ways to improve your operations are "stolen" from other recyclers. This program will not only aid recyclers in need, but will create friendships that will foster collaboration that will last a lifetime. Chad Counselman raised the bar in initiating the FLARES (Future Leaders



**AUTOMOTIVE
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of Automotive Recycling Educational Summit), a one day seminar for our young industry leaders to learn about ARA, share ideas and collaborate with the EC. This event is being held in conjunction with ARA's Hill Days and the Washington Car Show.

This year we hope to have more interaction with our members with monthly newsletters, email blasts on important topics including industry events, and monthly EC calls with members. ARA represents all automotive recyclers and support companies whether you are a member or not. We make decisions based on all recyclers, from the large public corporations like LKQ to the small 2 to 3 employee yard. Simply put...if your paycheck depends on the automotive recycling industry, we represent you and work hard on preserving your ability to sell recycled OEM parts.

If you ever get a phone call, or email in most cases now, please open and read it. Most likely it contains something relevant to your livelihood. Remember, ARA is the eyes, ears and mouth of the industry. Our EC might not always enter a meeting agreeing on topics, but we leave as one unified voice. Together as a unified industry we can survive and thrive. Please consider becoming a member, it will be the best choice you ever made.

How To Makes Sales During Hard Times Continued from page 5

with difficult customers; smile when you speak to them on the phone and they will hear it. Go the extra mile in getting them what they need. Follow up each sale with a note or phone call to make sure they got what they needed from you.

Never complain

The world is full of complainers. Admittedly, there ARE lots of things in the world to be negative about but don't get caught up in negativity. It will rob you of energy and will spill over onto others. This negativity will affect your

ability to sell. Instead, when bad things happen, step back, take a deep breath and ask yourself, "What can I do differently to make something good come out of this? How can I change or take control of this situation instead of complaining about it? Is this something over which I can take control?" And also, "How can I change and improve my sales performance?"

Focus on helping others succeed. I left the most important thing for last. The late, great motivational speaker, Zig Ziglar said, "If you want to be successful in life, work hard to make others successful. By doing so, you will automatically become successful!" He was right. Above all, the number one success principle is to give people and their needs the first priority. Make them as happy and as successful as you possibly can - and in every way that you can. It will come back to you in many ways. You will have repeat customer business as well as their referrals, you will sleep well at night, and you will have a happy life!

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Laughter is the Best Medicine

LITTLE JOHNNY... KNOW IT ALL

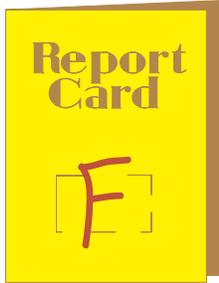
Little Johnny asks his mother her age.
She replies, "Gentlemen don't ask ladies that question."
Johnny then asks his mother how much she weighs.
Again his mother replies, "Gentlemen don't ask ladies that question."

The boy then asks, "Why did Daddy leave you?"

To this, the mother says, "You shouldn't ask that," and sends him to his room.

On the way, Johnny trips over his mother's purse. When he picks it up, her driver's license falls out.

Johnny runs back into the room. "I know all about you now. You are 36 years old, weigh 127 pounds and Daddy left you because you got an 'F' in sex!"



LITTLE JOHNNY... NICKELS AND DIMES

Little Johnny is always being teased by the other neighborhood boys for being stupid. Their favorite joke is to offer Johnny his choice between a nickel and a dime -- Little Johnny always takes the nickel.

One day, after Johnny takes the nickel, a neighbor takes him aside and says, "Johnny, those boys are making fun of you. Don't you know that a dime is worth more than a nickel, even though the nickel's bigger?"

Johnny grins and says, "Well, if I took the dime, they'd stop doing it, and so far I've made \$20!"

LITTLE JOHNNY... THE BIRDS AND THE BEES

Little Johnny's father asks him if he knows about the birds and the bees.

"I don't want to know!" Little Johnny says, bursting into tears.

Confused, his father asks what's wrong.

"Oh, Dad," Little Johnny sobs, "first, there was no Santa Claus, then no Easter Bunny, and finally, no Tooth Fairy. If you're about to tell me that grownups don't really have sex, I've got nothing left to believe in."

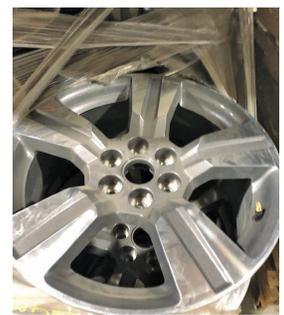


WE WANT TO EARN YOUR BUSINESS!

Whether you have 10 catalytic converters, 100 or 1,000's, Recore Trading Company is committed to and welcomes the opportunity to earn your business. We've invested time and money in the equipment to make sure you maximize your profits. You deserve this and nothing less! *Get paid MORE at RECORE!*



New Chevy Colorado
take off aluminum wheels
18 available
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