



287 Queenston Rd, Hamilton, Ontario, L8K 2H1

Tel (905) 548-9555 Fax (905) 548-0200

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December 1, 2017

Dear Valued Client,

We wanted to let you know that after careful thought we have decided to restructure Summit Direct and will be closing the retail store. We will however be continuing with our corporate services and onsite services. After much debate we have come to realize that the brick and mortar concept is no longer profitable for us and with mixed emotions needed to make this move after serving our Hamilton and surrounding area clients since 1994.

The current store will be open every Monday 9am-5pm moving forward in a liquidation mode to sell our current inventory and to offer special deals and off-lease computers that we can bring in. Any service needed can be done onsite as we will no longer be manning a full time store service counter. All work will be completed at our rate of \$95/hr or for items needing more time and non-urgent we will offer a pick-up & drop off rate of \$50 plus the charge of the repair. Our website will continue to handle online sales and in early 2018 we will be adding more of our 'special buys' to this site and during this transition we will be offering a flat rate delivery of \$5 anywhere in Hamilton for items that are pre-paid online.

Corporate clients will continue to receive services as usual and we will be making a stronger effort to drop-ship any products. For our corporate clients, orders will now be consolidated to Mondays in an effort to make us more efficient. In emergency cases we will order for quicker delivery, but premium delivery charges will be incurred.

It has been our pleasure and honour to have served you over the last 23 years and hope we can continue to meet your service needs moving forward. To contact us for onsite services and/or business services please call us at 905 548 9555 or email at [support@summitdirect.com](mailto:support@summitdirect.com)

With appreciation,

Grace, Monique, Tyler, Tim & Marc