



287 Queenston Rd, Hamilton, Ontario, L8K 2H1

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February 12, 2018

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 last day of operation for the retail store was Boxing Day on Tuesday, December 26th, 2017. We have been open on Mondays in January 2018 to facilitate clearing out remaining stock and have now closed our retail store front. Our website will continue to handle online sales and in early 2018 we will be adding more of our 'special buys' to this site that will be shipped directly to your home or business.

Any service needed can be done onsite or remotely as we will no longer be manning a retail 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.

Corporate clients will continue to receive services as usual and we will be making a stronger effort to drop-ship any products.

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

With appreciation,

Summit Direct Team