

## *Announcement to Cart Dealers*



October 5, 2005

For many of you, October will mark the start of the 2005 Holiday Season. The staff of Discgear will be doing everything we can to help make this a very successful year for all our cart dealers. There are three important matters that we need to call to your attention.

### **Quality Control**

One of our most important tasks is to insure the quality of every Discgear product. Over the past several months we have continued to work with our factories to prevent poor quality or workmanship in all products. Occasionally, when there is a mistake in production, we move quickly to identify the problem and eliminate the cause.

If you have any problems with defective product, please let us know as soon as possible. That will help us to keep from allowing the defective products to get to other dealers. Once we have designated a particular defect as a “quality control” item, we will pay for the freight costs incurred when the defective product is returned. This will not apply to normal RMA items. **Be sure to work directly with Customer Service to make these arrangements.**

## **On-line Ordering**

Once you have made your initial order, all future product orders should be made on-line at the Discgear website in order to prevent errors in your order, and to receive the lowest product cost. The on-line prices posted on the website reflect the higher “phone price”, but when you pay for your on-line order, you will receive a 5% discount on your total.

Remember, it costs you more to order over the phone. However, when you have a legitimate need to deal directly with Customer Service, they are always ready to help.

## **New Products**

We are excited about the customer response to the new *Studio* unit in colors that fit into any décor. Speaking of décor, the new Home Décor storage box is in the final stages of production and will be available later in November – just in time for the pre-Christmas rush. We will keep you posted on the delivery schedule.

Best of luck with your businesses – please let me know what I can do to assist you.

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