



# KT Computer Solutions

Shop 17, Bentley Village Shopping Centre  
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www.ktcs.com.au

Dear Valued Customers of Cairns Campus Computers,

We would like to introduce ourselves at KT Computer Solutions. In July 2011 we purchased the Southside branch of Cairns Campus Computers, after working alongside Tony and Mary for 10 years.

We have continued and built on our reputation for quality and consistent service to all of our customers spanning across the Cairns region.

We have continued on our working relationship with Tony and Mary and are excited to be taking you on and continuing our quality of service with you as clients.

KT Computer Solutions will also be welcoming Bevan Williamson, whom you know as the service manager at Cairns Campus Computers. We are looking forward to Bevan coming to join our team and extending his knowledge of the IT industry and also having a familiar face for Cairns Campus Computers customers to continue their working relationship with him.

All of Cairns Campus Computers warranties will be honoured by KT Computer Solutions, once Cairns Campus Computers ceases trading. Our products and repair services will remain the same.

As you are aware our shop is situated on the opposite side of Cairns, hence could be an issue for some customers. If you are not happy to make the drive over we are hoping to alleviate this, we are offering a collection and delivery service for your repair and product needs. We will also be offering the first pick-up and delivery back to your address free of charge.

The following services that will be available are;

#### **Fastway Couriers**

3 runs per day to the North side of Cairns/surrounding areas to your required address.

Cost: \$8.00 each way

#### **Peterson's Transport**

1 run per day as far Smithfield

Cost: \$8.00 each way

If we are in your particular area at the time we can offer a pick up by ourselves free of charge.

We are also offering if customers spend over \$100.00 with us, then your delivery of goods back to you will be free of charge, this includes all retail items and repairs.

With regards to callout and labour charges these will remain the same and there will be no penalty for extra distance travelled due to the location of our shop.

We are hoping that this will be a smooth transition for yourselves and looking forward to continuing our working relationship with you.

Last but not least we congratulate Tony and Mary on their 19 years of owning Cairns Campus Computers and wish them all the best with their retirement.

If you have any queries at all please do not hesitate to contact us.

Kind Regards,

Kevin & Tina Dillon