

19th February 2024

Dear Customer,

I write to you with some very important information mixed with a fair degree of sadness. After 64 years in business, Kardwell Hobbs will be closing at the end of March 2024. My father started the business on January 1st 1960 and over the years we have seen many ups, and more recently downs, so as I turn 65 this year, I have decided that it is now time to step back and take it a little easier.

Do not worry about continued supply after March, we have entered into an agreement with Jackson's CRS (Comprehensive Retail Solutions) to purchase our stock and continue to supply our customer base, with the same field sales force and on the same terms enjoyed through Kardwell Hobbs. Jackson's are based in Sheffield, another family business with over 48 years of history; a fellow Club Member that we have worked very closely with for many years. They run the same catalogues and product ranges but enhanced with an extended offering of Greetings Cards and Gifts for which they have their own additional catalogues. They operate in a comparable way, delivered wholesale, using similar carriers and delivery services to us and, more importantly for you, will be taking over our field sales team, agents, and agencies to continue as your main contacts to make the transition as seamless as possible. Jackson's are already gearing themselves up to welcome you onboard and to start supplying your account from April 2nd, 2024.

We will continue to supply goods until 27th March, last deliveries will leave our warehouse on 28th March, the day before Good Friday. We will be offering our full ranges until then along with many offers on seasonal stock or products not within our current catalogues to clear. Please visit our website www.kardwell.co.uk to take full advantage of these offers and hopefully the extra discount will prove beneficial for you.

As an additional thank you for your custom and an incentive to settle your account directly with us by 21st April 2024, we will be offering a 5% Settlement Discount against all products supplied on invoices dated and supplied during March 2024. This is in addition to your normal terms and will apply to offer prices as well so please take full advantage. To maximise your credit and to help make payments on time, we will accept Bacs payments or debit and credit card payments through our account's office, which will remain staffed until everything is concluded.

Your account will automatically transfer to Jackson's, the same discounts and credit facilities will be in place ready for you to start ordering from 2nd April 2024. Any Invoices supplied by Kardwell Hobbs prior to this date must be settled directly to Kardwell Hobbs. Your account number will remain the same but will have two zeros ("00") added to the end. You will be able to sign up to the Jackson's web portal using these details and then set your own password to secure your account. More information on this will be forwarded shortly.

We would like to thank you, all our staff and sales personnel, our suppliers, and past customers for making our business journey possible. We hope that you will continue with your custom and support until we close for "last orders" on 27th March and continue this from April with the extensive ranges offered by Jackson's.

We will be updating you with further details over the coming weeks, but in the meantime, please visit our website for the latest information and offers during this transitional period and we wish you the best of luck for the future.

Thank you and kind regards,

A handwritten signature in blue ink, appearing to read 'Colin Eccleshall', written in a cursive style.

Colin Eccleshall
Chairperson
Newswell Ltd T/A Kardwell Hobbs

Date as Postmark

Dear Valued Customer

Welcome to Jackson's

Colin's correspondence enclosed has informed you of his impending retirement, the closure of Kardwell Hobbs, and given you an overview of Jackson's as a Company.

To give you a bit more background, Jackson's mirror Kardwell Hobbs in many ways with our values on how we conduct business. We have been family owned since being established in 1976 and the third generation of the Jackson's family now work in the business.

Our senior management and buying teams have been with us for many years and collectively have well over 150 years' experience in the Wholesale Stationery, Party, Toys, Gifting, Christmas, Seasonal and Greeting Card sector with Jackson's being five times winners of the prestigious RETA'S award.

As well as all the Club Group catalogues that you are familiar with, Jackson's produce several additional catalogues throughout the year along with Web Site promotions. I am confident that these additional ranges will give you more opportunities to develop your product offering within your business.

Our team are working very hard to ensure that your account transition to Jackson's will be as smooth as possible, and as Colin has already advised in his correspondence, all your buying, payment and credit terms shall remain the same.

We are very pleased to announce that the entire Field Sales Team from Kardwell Hobbs are joining the Jackson's team with an official start date of 2nd April 2024.

All the field sales teams mobile contact numbers will remain the same and they, along with support from our Customer Services Department, who can be contacted on 0114 243 3912 Option 1 from 2nd April 2024, will be on hand to assist you with the various methods that shall be available for you to place your valued orders.

We will be keeping you updated with further information over the coming weeks and look forward to being of service.

Yours sincerely



Gary C Jackson
Managing Director

Surbiton Street
Attercliffe
Sheffield
S9 2DN
Tel: 0114 243 3912
Fax: 0114 242 6840

info@jacksons-crs.co.uk
www.jacksons-crs.co.uk

Jackson's Greeting Cards Ltd