

To our valued customer,

Recently you may have received notice of a new Darex policy to no longer provide parts for obsolete machines. We made the decision to stop sales of these parts based on several factors including the rising cost of procuring the parts and the dated technology of the machines being serviced. Since communicating this policy we have received feedback from some long term customers which has caused us to re-think our stance. In short, we made a mistake in our assumption that most Darex customers would prefer to upgrade to a new machine rather than spend increasing amounts to service their older sharpeners. We apologize for making that assumption, and have chosen to continue selling most parts on these machines. We want to say thank you to those of you that contacted us to share your experiences and opinions. Your input makes us a better company.

Going forward we will continue to offer wear parts for the machines listed. While it is difficult for us to purchase every part, we will to offer the most commonly worn parts to keep your discontinued machine running into the future. However, in many cases we have not raised the price on these parts for many years. Because of regular price increases from our suppliers due to a diminishing demand we will evaluate the pricing on these parts on an annual basis. Our intention in this is to provide cost effective parts, not to make a large profit. However, it will not be possible to purchase every part for every machine ever made, we simply cannot purchase some parts in very small volumes.

We hope that this helps you get the most out of your Darex and allow it to continue to perform long into the future. If at some point the parts become more expensive than you expect, we encourage you to take a look at the latest Darex sharpening technology. We offer a trade in program that can help to offset the cost of upgrading to a newer model, feel free to contact us for information on this program.

Sincerely,

Matthew Bernard

Owner and Director of Marketing