



Commerce Business Systems
The original colour copiers

February 28th 2020

Dear Customer

Commerce Business Systems Ltd recently reviewed and fully analysed its customer base. We undertake this periodic analysis to ensure we are cost effective and efficient as a Service Department and ultimately as an organisation.

We have determined we have a number of low usage customers who do not use the required volume on their equipment to cover the cost of the toner we supply. This doesn't take into consideration any callouts or parts fitted.

CBS values all of its customers and wishes to continue the relationship we have built but as a company it has become untenable for us to continue with this loss. To enable us to cover our costs with the low usage customers, we have had to introduce a new automatic minimum billing system. This will be effective from March 2020. The system will automatically switch on if the total volume of your usage for the month is below £30. You will then receive an invoice for £30 + VAT. These changes will ensure that we are able to service your equipment to our usual high standard.

We look forward to our continued business relationship and will endeavour to support/assist you as always.

Yours faithfully

A handwritten signature in black ink, appearing to read 'John Green', written over a white background.

John Green

MANAGING DIRECTOR

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