



Subject: A New Chapter for Kershaw's Office Supply and Furniture

Dear Valued Customers,

For 126 years, Kershaw's Office Supply and Furniture has proudly served the Spokane community. Throughout our long history, our core commitment has always been to provide you with the absolute best service possible. Over the decades, these professional relationships have grown into deeply valued partnerships and friendships.

After careful consideration and extensive research, we have decided to join the **Complete Office LLC** team. While this was a significant decision, we are confident it will bring immense benefits to our customers. Partnering with Complete Office allows us to combine our signature dedication to service with enhanced product lines and robust new tools designed to help your business run seamlessly.

Please rest assured that **there will be no disruption to your service, pricing agreements, or ordering processes.**

Over the coming weeks, you will begin to notice updates to our branding, invoices, statements, and communications as we transition. However, our dedication to serving you with professionalism, responsiveness, and care remains completely unchanged. For the foreseeable future, you will continue to work with the exact same team members you have come to know and trust.

We look forward to introducing you to the Complete Office family and are entirely confident they will maintain the exceptional standard of care you expect.

We are incredibly grateful for the trust you have placed in Kershaw's Office Supply and Furniture over the last 126 years. Thank you for your continued business, your loyalty, and your support of our local legacy. It has been a true privilege to serve you as a customer, a business associate, and a friend.

Sincerely,

Diane Mangano, President