

A Message from Hughie Hi Townsville

It's with a heavy heart I let you all know that I will no longer be servicing your garden bags. An Opportunity has arisen that will be the best decision for myself and my family and I have decided to take it on. It has all happened very quickly so it was hard to let everybody know personally and also I'm not very good at goodbyes.

The good news is the new owners Nathan and Catherine who have taken on the business have over 14 years experience in the garden bag industry and will continue to provide you all with excellent service and are honouring all pay in advance credits as well.

You may still see me every now and then helping out where I can but don't be shy saying hello to the new drivers, they're super friendly.

I would also like to take this opportunity to thank you all for your support over the last 8 years. With what started as a little side hustle, quickly exploded into a full time job within a few years and I'm extremely grateful to you all.

Thank you again Hughie and Family

## A Message from Smiles

We would like to welcome you to the Smiles Family. We would like to assure you that we will continue provide the same quality service and will honour any prepaid discounts currently held. When these credits expire, you will be invited to take up our prepaid discounts.

Whilst the service itself won't be changing a few things will. Due to the growth of our company, we will have to make some adjustments to our service schedules. We will do our best to minimise the impact to you however your service day may change.

Our Terms and Conditions, Pricing and Service Calendar can be found on our website: <u>www.smilesgardenbags.com.au</u>

Please see your latest invoice for updated payment details.

You may still see Hughie in the truck from time to time but rest assured that our drivers and staff are just as friendly and happy to assist with any questions you may have.

We look forward to providing you with a hassle-free service now and into the future.

## Nathan, Catherine and the team at Smiles Garden Bags