



To Graphic Imaging Systems, Besprinter Customers:

Graphic Imaging Systems (GIS), will be transitioning away from supporting you as a Besprinter customer. Maggie and I want to personally thank each and every customer for your help and patience during this partnership. We were having tremendous success as our partnership continued to grow and moving forward in a very positive direction. Unfortunately, due to unfavorable circumstances at no fault to GIS or Besprinter we have both made the decision to no longer be a partner together on the Besprinter product lines moving forward.

**What this means to you:**

Please be aware that moving forward

- Besprinter will continue to service and support all of the Besprinter machines sold through them as they did prior to our partnership.
- **Technical Support:** Customers shall continue to use the WhatsApp as first level of direct Besprinter Technician Support. Besprinter Service Technicians will continue to be available through your WhatsApp account. This will provide direct support help to you. The WhatsApp will help continue to provide you with "Live" communication with a Besprinter technician, live video, pictures, etc... that will help with brake -fixes, recommendations of next steps, parts to order etc... that may be needed.
- **Inks & Supplies:** Besprinter has reassured that business will continue as it was in the past. Parts, Ink, and Supplies will be in-stock and available as they are today for you.
- You shall continue to use the WhatsApp feature for technical questions, and use their email addresses [order@besprinter.com](mailto:order@besprinter.com) / [sales@besprinter.com](mailto:sales@besprinter.com) or [besprinter.com/accesories](https://besprinter.com/accesories) to place orders for Ink & Supplies etc...as you did in the past. Those orders will continue to be fulfilled by Besprinter.

We want to personally thank each and every one of you for your support in this transition as Besprinter will continue to support you moving forward.

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