

# SPOKES'N EDGES

Good day to all Spokes'N Edges customers, past and present,

After providing skate sharpening services at the J.A. Dulude arena since the fall of 2002, Spokes'N Edges is in transition, meaning that a willing partner has come forward and is interested in taking over the J.A. Dulude skate shop as owner/operator. Welcome to Benoit Vermette, father of Felix, U16 Golden Knights player and Zoé, as well as his partner Stéphanie Bordeleau. Benoit has been a member of the Spokes'N edges team since November 2021.

As many of you have noted, for the 2022/2023 season, our loyalty program was being promoted with the caveat that all loyalty cards sold in 2022/2023 would end at the end of the season, on March 31<sup>st</sup>, 2023, whether you have leftovers or not. As of March 31, 2023, any rights attaching to **all** older loyalty cards with Spokes'N Edges will be terminated. If you are not able to use any of the remaining skate sharpening services on your loyalty cards in advance of that date, I am willing to refund to any **2022-2023** customers, the number of remaining skate sharpening services on their card at face value. Also, in light of the transition, I am extending this policy to **all** holders of loyalty cards purchased for the 2018-2019 (Pre COVID) season onward. **All loyalty cards purchased prior to the 2018 season will be void.**

The Spokes'N Edges loyalty program was designed in such a way that; when I sold a card, I kept it in house both to ensure that customers did not lose them, and to allow me to verify annually, how much \$\$ I needed to keep on hand in case I needed to close up business and refund all. **Also, the program was advertised as lasting 24 months from the time of purchase. I have compiled a list of all outstanding loyalty cards issued from 2018-19 season and afterward.** I chose 2018 as a pre-COVID season, where things started to go South

Any targeted Spokes'N Edges customer that was part of our loyalty program after 2018, is welcome to come by the arena and confirm whether you have sharpening services remaining, and advise myself (Jean, owner) or Benoit (potential new owner) if you wish a refund, which could be paid at the time, depending on cash flow at the shop.

Please note that refund requests will only be accepted in person at our Spokes'N Edges location at Dulude Arena, 941 Clyde Avenue, during regular business hours which are posted at: [www.wehl.on.ca](http://www.wehl.on.ca).

**This refund program will end on March 31<sup>st</sup>, 2023.**

Thank you very much for your support over the past 20 years.

**This is not a retirement message, I am not leaving you. Just cleaning things up**

Jean Messier