



RGK Wheelchairs, Inc., takes this opportunity to say Thank You, wish you and yours a Happy Holiday season, and all the best in 2005!

Our offices will be closed from December 23rd, 2004 to January 3rd, 2005; we will be monitoring phones and email and taking care of any issues during the Holiday Season!



Happy Holidays

We take this opportunity to wish you and yours a happy, healthy, holiday season. We look forward to another year working together meeting the product needs of our customers.

Each year we see the strides taken in the industry to better meet the needs of people using our products. We are truly grateful for the opportunity to work with you and continue to do our best at getting our products to you in a timely fashion and at the best price possible.

If we can be of any assistance or there is anything that you are aware of that we could do better, please send us an email at info@4RGK.com or info@VARILITE.ca and we will do our best to accommodate.



Festive Factory

A visit to the factory two weeks ago found everyone in a festive mood looking forward to the Christmas holiday season. The factory in the UK will be closed from December 23, 2004 through until January 04, 2005.

Here in North America we will close the afternoon of December 23rd, 2004 and reopen January 3rd, 2005. If there are any situations that arise, we will have our cell phones, we will be answering voice mail, and email of course.

Incidentally, if you ever plan to visit the factory in Staffordshire, UK, we can assure you that there is now a drip coffee maker in the house and coffee in the cupboard!

Building in America Update

Speaking of the factory and the holiday season. We are pleased to note that we will be going forward with manufacturing **RGK** Wheelchairs in Brockville starting in January 2005. As previously reported, we have partnered with Camalor Mfg., Inc., to build our frames to specifications provided by the UK Engineering staff.

We are looking forward to the first serial numbered units (Hi-Lites, Maxima's, and Quattro's) manufactured at this facility. This will mark the completion of the next business stage of our development in the North American market.

Camalor Mfg., Inc., is also looking forward to this development at what was once known in Brockville, ON., as the Black and Decker facility. Not only is this an opportunity to meet our **BESPOKE** needs, but to accomplish another milestone for them which is producing custom made products.

Camalor Mfg., Inc., is dedicated to excellence and good corporate citizenship in all of its operations. It serves businesses like ours through the reliable delivery of high-quality products at a competitive price. They are dedicated to the manufacturing process.



Happy New Year!

All the best in 2005!



RGK Wheelchairs, Inc.
1932 Danniston Cr
Orleans, ON K1E 3R6
Canada

Phone:
(613) 841-1824
(866) 827-4548

Fax:
(613) 841-5151

E-mail:
America@RGKLife.com
Info@varilite.ca
Info@4RGK.com

Web Site:
www.RGKLife.com
www.4RGK.com
www.varilite.ca
www.varilite.com



New Price Lists In January 2005

Our **RGK** and **VARILITE™** price lists will be updated in January 2005. Although we try to do this each January, this is the first **RGK** change that we have seen since March 2003 and it will include both increases and reductions throughout the listing. **VARILITE™** pricing adjustments reflect changes in the cushion market with very little impact on backs and secondary supports.

The price lists will also include revamped dealer agreements and terms to reflect changes that have occurred since our inception.

Also, **RGK** order forms are being changed in favor of a more industry standard "check the box" system, although we will have an empty box for the insertion of other measurements. The order form is designed to simplify the process for individuals who are not in the practice of ordering **BESPOKE** (custom made) products every day. **RGK** products will remain the only units on the market that are built to the millimeter based on the needs of the end user.

The holiday season will be busy for us in getting our new order forms together and sending out new binders of information, etc.

Demo Program Discontinued

The **RGK** demo program has provided opportunities to many individuals across North America to try a product before confirming their measurements. This program has been excellent, but extremely costly for us to maintain from both a human and financial perspective. **RGK** in the UK will continue their program as they are dealing directly with the end user. We will be relying more on the dealer network to have product available and to feel more comfortable with their ability to confirm accurate measurements. **RGK Wheelchairs, Inc.**, will continue to work with the dealer network to ensure the satisfaction of the person using the product.

In the next two weeks we will make available a list of units that will go out to the dealer network at preferred pricing for their in store use and we will also come up with new unit demo product pricing if required.

If there are extenuating circumstances we will of course use our judgment to assist any way that we can.

Bits and Bytes

- Manufacturing in Canada on track for January 2005!
- International Seating Symposium Orlando, FL., January 20-22, 2005.
- Spring Medtrade Las Vegas, NV., April 5-7, 2005.
- People in Motion Show Toronto, ON., June 3-4, 2005.
- RESNA Atlanta, GA., June 25-27, 2005.
- National Veterans Games and Expo June 27, 2005 Minneapolis, MN.

BESPOKE PLUS helps market and promotes **RGK Wheelchairs**, **VARILITE™** Seating and Positioning Systems, **KENDA** Tires, **SPINERGY** Wheels, and other products through the North American company called **RGK Wheelchairs, Inc.**

If you have something that you think we should be expounding on, please contact us at your convenience in the manner of your choice.