



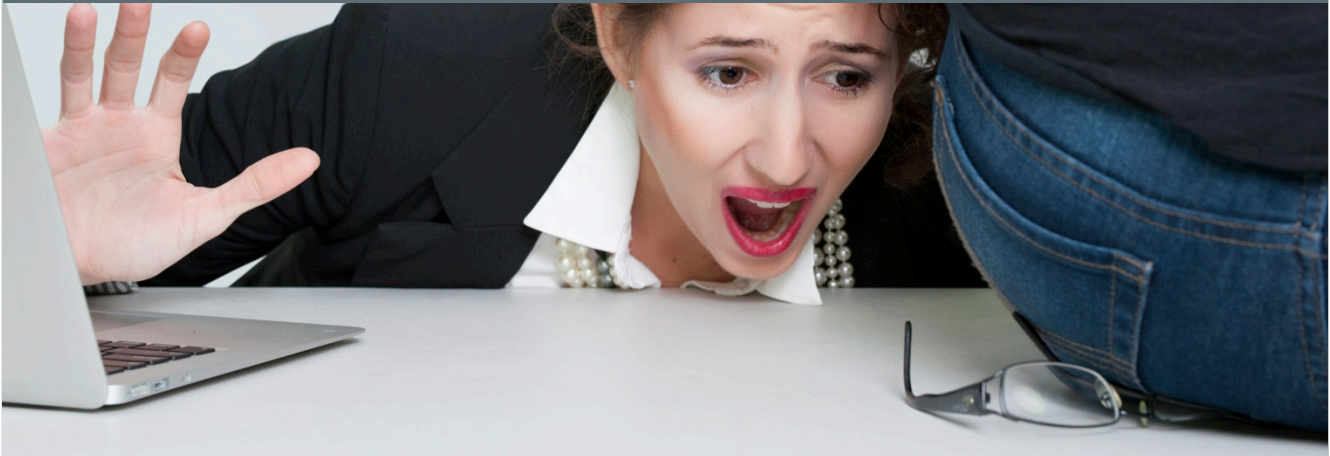
frame Care

We always find a solution.

December 2012

Newsletter

This years last...



We have never been busier...



..SO:

We would like to say a big
THANK YOU



for sending more and more
lens-free jobs.



It is a huge time saver for us, and the key to keeping the wheels turning at high speed.
Thank you again.

The odd exception:

Rimless frames needing **re-plugging**, eye wire **plastic frame** repairs, metal eye wire repairs **after a failed attempt to solder**.

Continued...



X-mas..

From the beginning it has been our tradition to close shop over the Christmas period to have our yearly break. However we will work overtime to finish all jobs before Toll's late afternoon pick-up Friday the 21st of December in an attempt to get your patients glasses back to you before X-mas.

We will be closed from:

Monday December 24th 2012

Re-opening

Wednesday January 2nd 2013

Traditionally ☺ we are extremely busy the first 2-3 weeks after New Year, so we kindly ask for your patience while we work our way through the backlog.

It's that time of year...

Traditions.... Hmmmm....

The word has so many different tastes. Tradition is cozy, fun and something you want to hold on to for as long as possible. But at the same time it can taste a little of stagnation, with little wish for development and change.

As our company has grown, we have learned to value both traditional ways and new ways equally. Our diverse team with an exciting mix of traditionally trained Jewelers, Optical dispensers, an Optometrist, an Engineer and an ex Plumber(!) together we have so many skills and so much experience to pull from that almost anything can be done. Sometimes we choose to use an old fashioned way and sometimes a completely new innovation. The most important point is that it works, is durable and looks good. The fun we have with the challenges is just a bonus!

We would like to celebrate and bring tradition with us into the future with all the joys and benefits it bring us all throughout the year by wishing you, your team and your family:



Thank you for your support through 2012.

We are looking forward to working with you through 2013.

Continued...

Exciting 2013

We would like to meet you - face to face!
(This is Terri, as always with a huge smile on her face!)

Talking on the phone is always a pleasure, but we would love to see your face. That's why we have decided to come and see you at

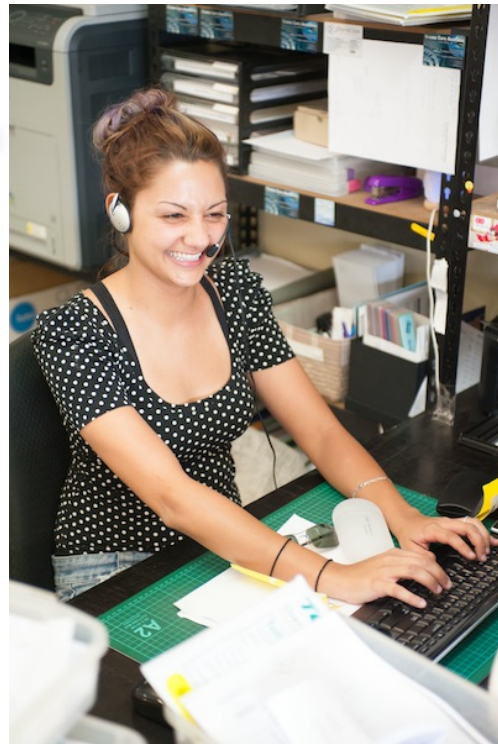
ODMA in Brisbane 5-7 July 2013.

Our stand is near the Café, please drop in and say G'day. We will serve refreshments and have a small workshop for you to try your own technical skills.

Follow the countdown to our big surprise at ODMA on our web site:

www.framecareaustralia.com.au

Looking forward to seeing you there.



Our quality guarantee to you:

We are continuously training our staff and expanding our team to keep up with the ever-growing demand for repairs and re-juvenations. As you'd know, a trainee might not be aware of all procedures and standards at first. Even though we have an extensive quality control system, there is always a small chance that a less than perfect job can slip through. If you ever receive a repair back that is unsatisfactory, *please* do not hesitate to give us a call or send us an e-mail so we can help correct any issues.

Once again, Happy Holidays.

The Frame Care Team.