



June 1, 2020

Dear Valued Partner,

Server Products is pleased to announce that we have partnered with Parts Town as our exclusive parts distributor effective July 1, 2020. Parts Town is now carrying a massive Server Products parts inventory and will provide the highest level of service for our dealer partners and operators while allowing us to improve operational efficiency. This partnership is designed to provide you a seamless customer experience without disrupting price or service levels.

Server Products has been collaborating with Parts Town since 2004 as a strategic parts partner who maintains proper OEM parts inventory, no minimum order, parts identification support and the highest level of service for our parts requirements. Adding to our current partnership will only improve our level of service to you. Our partnership will provide you with the following:

- No minimum order
- No handling fees
- No price change, same discount to all authorized Server dealers & service agents
- Availability of live telephone reps from 8:00 am – 9:00 pm EST, Monday-Friday
- Same day shipping for all in-stock orders placed before 9:00 pm EST
- Saturday shipping available for all in-stock, online orders placed before 4:00 pm EST
- Parts identification support
- Distributor “blind” drop ship program available at no cost to you. This allows you to drop ship parts to your customers with your address label and your information on the packing list!
- Access to hundreds of additional manufacturers parts at special discounted levels
- Order via phone, fax, email, or online @ [www.partstown.com](http://www.partstown.com)
- Parts Town’s mobile app and mobile web site that includes real-time inventory, parts images, equipment manuals

Parts Town will be contacting you soon to introduce their capabilities and begin supporting you. You will now be able to receive parts faster and easier than ever through Parts Town.

We appreciate your support and look forward to delivering an even better experience to all Server customers!

**C. David Maroun**  
Vice President, Sales

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