

# J A S P E R D E S K

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Jasper Desk Customer –

Nine years ago, JSI made the decision to invest in the purchase of the Jasper Desk Company (JD). With this move, into our family came the craft, pride, and amazing passion for detail for which the brand was known. This has augmented the overall capabilities of JSI in so many ways.

When the Jasper Desk brand lost its status as a “small business” with GSA, we lost more than half the Jasper Desk sales volume which was largely driven by Government business. As a result, we have decided to reallocate the focus of the JD employees to support JSI expansion plans within the tables and high-end customs categories. Due to the success of these programs and the dwindling sales of the Jasper Desk products, we have decided to no longer accept orders for Jasper Desk products after March 31st of this year. We will continue to support the warranty service issues as long as we are able to access required materials from our suppliers.

We realize that many of you will have specific questions, therefore we put together an FAQ list (see below). If you have further questions, please feel free to reach out to Sheila Springston at 812-482-3204.

Thank you for the many years of support that you have provided to the employees who have worked at Jasper Desk. Please know they are now securely embedded with the JSI family and that each of them will continue to help bring to life amazing furniture. Looking to the future, we are incredibly excited for the possibilities as we unite into one family of makers.

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## FAQ's

### **What does this mean for Jasper Desk?**

Although we will not continue to sell or manufacture standard Jasper Desk product, the JD employees will be producing JSI's conference tables and high-end custom requests. All the Jasper Desk staff with whom you've worked over the years will stay right where they are, continuing to bring amazing furniture to life!

### **What happens if I have an order in house?**

If you have an order that is already in house (as of 3/31/22), we will fulfill it. However, given the volatility of supply chain, it has been challenging to keep specific Jasper Desk raw material inventory in stock. In the event that your order has an issue with inventory, customer service will work with you to make necessary adjustment needed to produce the order complete.

**What if I am not a JSI dealer?** We will do the best we can to accommodate service issues for any Jasper Desk installed products that were sold through dealers who are not JSI dealers. You will need to work with the local JSI reps and sales managers to determine if it makes sense for both parties to work with each other, but you must be a JSI dealer to order any future JSI customs to match up with existing Jasper Desk installed product.

### **What if I am a JSI dealer and want to match furniture already installed or otherwise place a new Jasper Desk order?**

As of the date of this email, we will no longer quote Jasper Desk standard product. If you need to match furniture already installed or otherwise have need for the discontinued Jasper Desk products, we will work with you to fulfill this need with special finishes on standard JSI product. If the project is large enough, we would consider developing a custom solution through JSI to support your project. These decisions will be made on a case-by-case basis.

### **Who is my main point of contact?**

If you have any ongoing issues or claims, please continue to contact Sheila Springston ([sspringston@jaspergroup.us.com](mailto:sspringston@jaspergroup.us.com)). For future order opportunities, we'll get you connected with a dedicated JSI sales representative to your specific geographic area. For more information use our 'Find a Rep' web page: <https://www.jsifurniture.com/about-us/find-a-rep>