

*Dear Valued Direct-to-Garment Customer,*

First and foremost, we would like to thank you for your continued business throughout the years.

As most of you are aware, we discontinued the sales of new GT-541 & GT-782 printers in 2012. On December 16, 2019, Brother announced the End of Life policy for these printers which can be found at <http://www.brotherdtg.com/lifecycle>. Brother is committed to continuing to provide technical support on these machines via online support documentation found at <https://gtowner.brother-usa.com>. Starting June 1, 2020, there will be a yearly fee to continue with phone support service. Below are the terms of the service.

### **New Terms of Service for Phone Support**

Starting June 1, 2020, we will charge a yearly fee of \$129.00 for phone support on this equipment. In order to receive phone support, you will need to pay this fee. If you choose to opt out of this arrangement; then it will be noted in our database and the support item will go unanswered until the time that you decide to opt into this arrangement.

### **How to Contact Us for Phone Support**

In order to purchase phone support for the upcoming year you may contact us in the following two ways:

- *You can click on <http://brotherdtg.com/techsupport/user-support/>. It will take you to a web page where underneath the photo of your model you can click **Support Ticket** for your product. This will open a form where you can fill out your information and the question you need answered. This will then be submitted into our support queue.*
- *You can call our phone support line **1-877-427-6843** at any time and will receive a call back from a customer service rep that will take your payment information and then enact your continued service plan under the yearly term within our customer database. Please be sure to leave in the voice message your phone number and model that you are calling about.*

### **Models Affected**

Models that will fall under this are:

- GT541
- GT782

Thank you again for your continued support.

**Brother IPD Service Team**  
**1-877-427-6843**