

KARKAZIS FURS in La Grange

has moved to:

hinsdale furriers

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Spring '2003'

Dear Karkazis Furs' Customers and Friends

It is a pleasure to **welcome Jim, his staff** and **all of you** to the **Hinsdale Furriers family** - and I truly mean family. My name is **Susie Duboe-Bryant** and I am the third generation of my family to own **Hinsdale Furriers**. 75 years ago, my grandfather and father owned a furrier in the State and Lake building in Chicago. In 1952, my grandfather purchased **Hinsdale Furriers**. At that time, the store was located above the Hinsdale Theatre. Some quick math and you'll realize we have just celebrated **50 years in Hinsdale**. The Chicago location was closed when ABC started to takeover the State and Lake Building.

We at **Hinsdale Furriers** take great pride in the quality of our furs and the work we do. We work hard to offer friendly professional service and many of our customers over the years have become our friends. I'd like to take a few minutes to introduce our staff. Much of our staff is family. My niece **Melissa** is my assistant (she may look young, but she is very knowledgeable) and has been employed here for 7 years. Our two receptionists are **Shayna** and **Charlie**. **Shayna** has had the position for the past 6 years and **Charlie** has been with us for nearly 2 years. Don't be shocked to be greeted with a wagging tail and a bark as they are our Bichon Frise puppies. My husband **Ray**, who is a carpenter by trade, oversees the maintenance and pick-up and deliveries of the furs. You'll recognize **Ray** by his English accent. Our daughter, **Sue**, (also with an English accent) has been working part-time behind the scenes designing both our print ads and maintaining our web site. **Sue** began working with us full time in October and is quickly learning the other aspects of the fur business.



From Left to Right:- Jim, Jo, Lee, Marilyn, Susie, Ray with Shayna. Center:- Maria, Joan. Front:- Melissa, Sue with Charlie.

My office is at the back end of our showroom.

I started in the fur business at the very bottom as a pin sorter when I was 6 years old. I worked here part-time all through school and started full time in 1978. I purchased the store in 1982.

A little over a year ago I hired **Lee**, a lifetime Hinsdale resident. **Lee** is in charge of the vaults and cleaning plant and does a marvelous job. We clean most of the coats right above our store and take great pride in how the coats look when they are returned to our customers.

Upstairs, our fur finishers **Marilyn** and **Maria** are anxiously waiting for **Kiki** from **Jim's** staff to join them. They thoroughly check each coat over when it comes in, letting me know if there are any repairs that I need to notify the owners about. They also do most of the minor repairs themselves. **Marilyn** has worked here for over 12

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years and **Maria** over 6 years. When the finishing department needs help we call on **Joan** (who retired 4 years ago) to lend a hand. You will meet these wonderful women personally if you come in for a fitting.

Last but not least is **Jo**. He has been with us for nearly 4 years. He handles all our leather and shearling repairs and many of the fur repairs. **Jo** is looking forward to working with **Jim** and improving his skills under **Jim's** guidance.

Along with the regular staff, we receive special help from special people when needed. My mother, stepfather, brothers and sisters all lend a hand from time to time.

Well, that gives you an overview of the **Hinsdale Furriers family**. I am looking forward to meeting you. Please read further in this newsletter to learn more about **Hinsdale Furriers** and the services we offer.



Susie Duboe-Bryant

A Note from Jim Karkazis

Dear Friends:

I have made the **move** to **Hinsdale** and I'm nicely settling in. Please stop by and see our **new location**. **We have a small gift for each of you**. If you don't see me when you first walk in, just ask! Our workroom is located on the second floor. I will come down and will be happy to give you a tour of our **new facility**.

Warmest regards,



Jim Karkazis

Store Hours...

We adjust our hours to accommodate the peaks and valleys of the fur business.

January 1st to April 15th

Monday thru Saturday 10am-5pm

Thursday 10am-7pm

(We are **closed** on **MONDAYS** from the **February 15th to March 31st**)

April 15th to November 30th

Monday thru Friday 8:30am-5pm

Thursday 8:30am-7pm & Saturday 9am-5pm

December 1st to December 31st

Monday thru Friday 8:30am-7pm

Thursday 8:30am-8pm

Saturday 9am-5pm & Sunday 11am-3pm

We are happy to open at **other times** by **appointment!**

We offer a

10% discount

when you pay for your

storage and cleaning

by cash or check at

the time you bring your furs in.

A little about our Delivery and Pick Up Service...

Hinsdale Furriers has always offered **free pick-up** and **delivery** service to our customers and we are happy to do so. It has become much more popular in the past few years with the parking in Hinsdale becoming more and more of a challenge.

We **pick-up** coats for **storage** only during the months of **April, May** and **June** and **deliver** them only during **October, November** and the **first week of December** between the hours of 8am and 4pm. It is not cost effective to keep a fulltime person here for that job alone and I prefer knowing the drivers personally since they are driving around with your coats! My solution to this for the past few years is to have my husband who is retired and a retired friend do this job together.

We schedule dates for the pickups in March and have 6-12 dates available in each area - depending on the number of customers we have in each area. Unfortunately, since we only have one customer in Peoria or in Olympia Fields, for example, we do not go there. We send letters with these dates to the areas we do serve which are divided accordingly Naperville/Lisle, Bloomingdale/Glen Ellyn/Wheaton, North Suburban to Downtown Chicago, Northwest Suburban and Joliet area. This year we are adding the Palos area. We also schedule a local pick-up or delivery date at least every other week. We do not send letters to local areas. The **letters for pick-up** are sent in **late March**, and in **early October** for **delivery**.

You can call us anytime after March 15th or October 1st to schedule your date. When we have 40 stops on one day we close that date. There are extra dates put in that are not on your letters. I carefully map out all the requests in an orderly fashion and call you 48 hours in advance to let you know the two-hour time frame in which you need to be home. (We try to accommodate special time restraints, but this is not always possible. If we are starting north and going south and you live at the mid point you cannot be first!) To keep our storage prices down we need to take time and miles into consideration.

Now you know our procedure. Please, after you schedule your date, hold off on making that day's other plans until we give you the times between which we will be at your home. If you must be somewhere else, let us know if you have a neighbor who can be available. In the last year we have had to back track or reschedule because the customer decided to take a shower or go to the post office during the two-hour time frame.

We at **Hinsdale Furriers** pride ourselves on **timely, polite service**. Please, if you need to run an errand, leave a note with instructions to go to your neighbor. We cannot leave your coat between your doors or in your garage, and we will not come in and take a coat. We need a signature upon pick up and delivery. So we do not have to spread the cost of redelivery to all of our customers, we have instituted a fee of \$20 for rescheduling when no one answers the door during the scheduled time frame. If there isn't an answer when we ring the doorbell and knock, we call from the car phone. You can call us before hand to reschedule, or drop off or pick up your coat at the store and not incur the fee. It is very few customers that do this and we do understand emergencies - we had one customer with a ruptured appendix. Of course, we didn't charge her a rescheduling fee.



Charlie and **Shayna** our very friendly receptionists...

FYI

Your **storage fee** is **good** for **one year!**

If you are away for a vacation during the winter months and do not want to take your furs with you or leave them in your home. We will put them back in storage for safe keeping for **no additional charge.**

Did you know...? **Cleaning** of your **furs** is **essential** no matter how little you may have worn them. Though dust is not noticeable on your fur, the dust and airborne particles do sift down through the hairs and rest on the leathers. Once there, they hasten the drying out process by absorbing the natural oils and moisture. Proper cleaning removes the dust and

accompanying film and helps **prolong** the **life** and **wearability** of your **fur**. For this reason, we strongly recommend annual cleaning of your furs and insist on cleaning at least every 2 years.

Another **important ingredient** necessary to good fur care... **Storage.** Most air-conditioned homes are not kept cold enough for proper fur care. The recommended **vault temperature** is just less than 50 degrees. Our vaults are not only kept at the optimum temperature, they are **humidity controlled** and with constantly **circulating air.**