October 17th, 2013

Burton, OH
(800) 883.0234

Belleville, MI
(800) 883.2234

Cheswick, PA
(800) 883.8234

Grand Rapids, MI
(800) 224.5328

Harrisonburg, VA
(800) 572.4018

Janesville, WI
(800) 269.8816

Kalamazoo, MI
(800) 883.7234

Lancaster, NY
(800) 883.3234

St Paul, MN
(800) 798.2891

Xenia, OH
(800) 883.5234

RE: BFG Closed For Business <u>November 4th; Re-Opening November 11th</u>

Dear Valued Customer,

From our substantial growth in the lawn & garden market and new warehouses in Grand Rapids, MI and Cheswick, PA, to the launching of our new web site and the significant expansion of our mobile app, 2013 has been a year of exciting changes within BFG Supply. The final piece to completing our 2013 goal of ensuring exceptional customer service and support is the transition to a new ERP and Warehouse Management System, which will allow us to improve all aspects of our business. What this means for you is a more efficient and streamlined BFG as we head into the busy 2014 spring season.

As a result of the systems switch, BFG Supply will be closed for business beginning **Monday, November 4th and will re-open Monday, November 11th**. During this closing, <u>NO PRODUCT</u> will be available for shipment or pick up.

We also want to inform you that we are improving all forms and notifications you receive from BFG Supply, including invoices, statements and packing slips. By incorporating feedback from our customers, these forms will be more user-friendly and easier to understand. It is important to note these modifications <u>MAY</u> result in changes to things like your account number and login credentials used to access our web site and other electronic devices. We will be sending you a follow up letter in a few weeks containing all of this important information. This information will be required beginning November 11th.

We do apologize for any inconvenience this may cause, but this is a necessary step to guarantee continued growth and ensure that we can ship the product you need, when you need it for the busy spring season. Thank you for your continued patronage to BFG Supply; your business is important to us.

Regards,

Rob Glockner
President and CEO
BFG Supply Co.

14500 Kinsman Rd Burton, OH 44021 • (800) 883.0234 • fax (800) 645.6126