

To our valued customers.

I would like to take this opportunity to give you all a brief update on a situation that has been hampering all manufactures that rely on European suppliers as a primary source of their goods. The trickle down effect of the American economy has severely changed the way our European suppliers do business. In the past it was common that our suppliers would have ample raw materials on their shelves and would be able to fulfill orders very quickly. The ill effects of the world's economy and the tremendous rise in raw materials prices, brass in particular, has changed the way European suppliers deal with us. These changes came upon us very quickly and with very little notice around the beginning of the 4th quarter of 2010. In short, the principles of "just in time" deliveries have substantially changed and lead times have been an issue. In addition, quality enhancing re-tooling of a part of our kitchen line has also caused lead time delays.

The frustrating part for us is, very inaccurate lead time estimates from our suppliers, has caused us to fail you miserably in providing you with good information to pass along to your customers. As much as this lack of communication was unavoidable, I personally apologize for it and promise you that we will return to what you have come to expect from us within the next 60-90 days.

As you all know Mico has rarely had delivery issues in our 11 year history. We carved a substantial niche in the market by providing our customers with a great quality product at a competitive price along with lightning fast delivery. All this was done without burdening our customers with inventory requirements. I am extremely confident that future changes to our product line including the elimination of slower moving products along with the introduction of new product will allow us to return to the level of confidence you have shown us in the past.

My suggestion for the next 60-90 days of our transition would be to check inventory on delivery time sensitive orders. As we work through our back order situation we have committed to ship as many back ordered products as possible by air freight from Europe. As you can imagine this will come at a very substantial cost to us but we are committed to getting these issues behind us and satisfying your orders at as soon as possible. As we make decisions on potential discontinued products and new product additions we will advise you through our sales representatives and email blasts.

In closing I would like to personally thank you for your continued support. It is our commitment to you to get back your confidence in us.

Sincerely

Michael Isaacs
President