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Furnishing Imagination

Date: 09-06-11

Ladies and Gentlemen,

All of us at Fairmont Designs want to thank you for your continued support of our company over the past few difficult months. We are sorry for the delays in shipments you are experiencing. We understand that your customers are asking you many questions about their orders that you cannot answer. Our inability to ship certain sku's in a timely fashion has hurt your business as well as ours.

As a point of explanation, we moved our primary manufacturing facility to a new location after the first of the year for many strategic, long term reasons that will benefit everyone downstream. We did not see nor expect to experience the start-up issues we are suffering still today. We will not sacrifice our quality, design and reputation for speed as that is what makes Fairmont the leader in the industry. We are working on this situation on a daily basis and hope to see improvement in the next quarter.

We will be introducing a Plan B in the short term which will focus on building inventory levels on our bestselling groups to meet your market demand.

We apologize for the difficulty we are causing; the move was made for all the right reasons for the whole market. The issues are temporary but they are issues none-the-less.

Please do not hesitate to contact us, if you have any questions.

Regards,

A handwritten signature in black ink, appearing to read "James Lin", with a long horizontal flourish extending to the right.

James Lin  
President-Bath  
Fairmont Designs