

CIFIAL

September 28, 2011

Dear Valued Cifial Customer,

As you are all aware Cifial has been going through some manufacturing difficulties over the past year. This has been partly a result of the difficult economic situation that many countries around the world found themselves in. The drastic downturn in the US and European housing markets has had a negative effect on all industries providing goods and services to these markets.

Because of this downturn in business Cifial along with many other manufactures had to make the painful decision to make reductions to our workforce. Not long after that decision was taken we began to experience an increase in orders from both our OEM and our Cifial Brand customers. These two factors combined have resulted in the long lead times we are experiencing today.

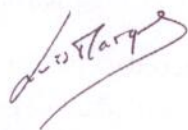
Cifial remains confident that we will resolve this long lead time issue by the end of this year. We will return to being a supplier that our customers can depend on. As president of Cifial USA I am committed to offering beautiful designs, excellent quality and dependable service.

Our staff at Cifial USA has been dedicated to helping our customers through this troubled time. They remain totally committed to helping you, our valued customers, succeed and prosper selling Cifial products.

We will get past this and we will continue to manufacture excellent product for the home, now and for many, many years to come.

I would like to thank all of our loyal Cifial customers for staying with us, and personally apologize for any inconvenience or problems our slow service may have caused you.

My best regards,



Luis Marques

President

CIFIAL USA