



August 4, 2011

RE: New Hampshire Distribution Center

To our valued Emerson customers,

Emerson Ecologics is dedicated to continually improving our services for our customers. To accommodate our anticipated growth and better meet the needs of our customers today and in the future, we will be relocating our Bedford, New Hampshire distribution center to Colonial Heights, Virginia in August. Emerson headquarters and the Bedford call center will remain in New Hampshire.

With the ongoing expansion of our product offerings, we have outgrown our current location. As the lease on our building expires in November, it presents the opportunity to address the needed expansion of our distribution facilities. This new facility has a distribution footprint 81% larger than our current Bedford site; including our Redlands, California location, our overall distribution capacity will nearly double. This will enable us to further expand the number of products and brands we can offer our customers, particularly larger product lines.

The selection of Colonial Heights, Virginia was based on many factors, including our geographic customer concentration. This location optimizes our freight costs and the number of customers we can reach via ground shipping within our delivery guarantee.

To reduce any disruption in customer shipments, the New Hampshire distribution center will be closed for three days beginning August 3, with the new Virginia distribution center opening the following Monday, August 8. All orders will be fulfilled by our California distribution center during our move and we will continue to meet our delivery guarantees, at no additional cost to customers.

There are many additional capabilities this new distribution center will offer, including improved accuracy and efficiency in processing orders. This modern facility is fully climate-controlled with high-efficiency lighting, supporting our ability to maintain product quality with less impact on the environment. Additionally, the Virginia climate will result in fewer weather-driven shipment delays.

We have prepared from an inventory standpoint and a personnel perspective to minimize any impact on our customers during this move. Your patience is greatly appreciated as we work to improve our services. Please feel free to contact Customer Service at 800.654.4432 if you have any questions. Thank you kindly for your ongoing patronage with Emerson Ecologics.

Sincerely,

Andy Greenawalt
Chief Executive Officer