

April 14, 2003

Customer  
1234 Main Street  
Oklahoma City, OK 73115

Dear Valued Customer

After 54 great years in Northeast Ohio, we have made the decision to vacate our Perry operations and consolidate with our facility in Blue Ridge, Georgia. Plans for the move already are in progress and we expect to complete the transition to Georgia by July 1.

However, this will not affect how we have conducted business with you over the years. We will continue to provide you with the same top-quality service as always. As a matter of fact, the decision to move everything under one roof was based in great part on our commitment to you and our products.

The new 87,000-square-foot facility is located across the street from our present site in Blue Ridge. With all of our operations under one roof, it will enable us to operate longer runs on our microwave curing line and maximize all of our capabilities in the interest of operating efficiency.

We want to make the move to Georgia as seamless as possible. With that in mind, neither your sales representative nor the administration of your account will change.

Effective on July 1, our new address will be:  
215 Industrial Blvd.  
Blue Ridge, GA 30513.

Our phone numbers will be:  
706-632-2261; 706-632-8292 (fax)  
(Toll free inside the U.S.) 866-929-9922; 866-929-2992 (toll free fax)

In the meantime, if you have any questions or concerns, please do not hesitate to call me or send me an email note. Additionally, Dale Morvaji and Terry Wright are always available to answer your questions in my absence. As a courtesy, I am enclosing a copy of the news release that we intend to give to the press in the next few days. We value your business and look forward to many more years of exceeding your requirements.

Sincerely,

Dennis Lawrence  
President