



Dear Valued Customers,

First and foremost we at Strictly From Scratch would like to thank all of you for your understanding during our time of need. We appreciate your business and acknowledge the hardship this also placed on you as well.

If you did not have the opportunity to talk with someone yet the situation was not good. On Monday 8-31-2015 a storm hit the Phoenix area causing much damage and placing many homes and businesses without power. We were one of these businesses starting at 7:30 PM. We did not expect such a long time period of outage; as I am sure the majority of people did not as well. We could not produce product that night as most of the product was either proofing or was in the oven in which we had to discard the product. In addition our communications were down which made it difficult for us to communicate to you the absence of your delivery. We unfortunately did not receive power back until the middle of the night at around 2-3AM Wednesday morning which did not provide us enough time to make product for delivery to you on 9-2-2015 as well.

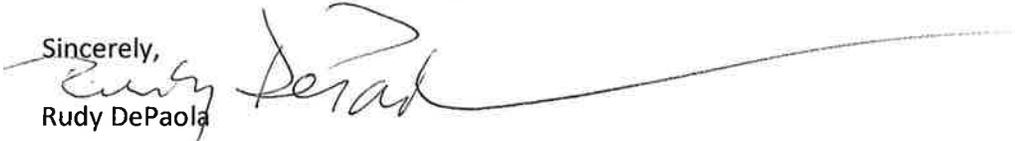
In addition to the business interruption and the loss of product our warehousing facility lost its roof and many specialty products and packaging. In the 20+ years we have been in business this is by far the most irregular occurrence and definitely the first time we have encountered anything like this.

We want you to know we did everything in our power to provide information and to provide service as soon as feasibly possible. We know this was a huge inconvenience but this is not the norm for our operation and we pride ourselves in consistency and quality of service.

We want you to accept our apology in this situation in hopes to continue a long lasting relationship where we can once again prove to you all we are a quality provider. If you need any further explanation of events or have any questions please feel free to contact the office or myself.

From the DePaola Family at Strictly From Scratch

Sincerely,


Rudy DePaola

CEO/President