



November 13, 2008

Dear Valued Clients,

On November 1, 2008 Phil and Barbara Fennell, the owners of Experience the Salon, terminated their business. Judy/Steve Izzo and Lauren/Jeff Cutter opened Izzo Cutter and Company and are not associated in any way with Experience. Fortunately, we were able to hire most of the staff from Experience and have come together to bring you a place that can fulfill your needs in salon and spa services. Due to opening of this brand new company and the challenges that come with it, we have had to make some tough decisions.

As a courtesy we will honor the Christmas in July gift cards purchased in July 2008. We cannot accept any other Experience Salon Spa Esthetics gift cards, any of their promotions, or account balances. Experience received all monies for those items and is solely responsible to you. Izzo Cutter and Company did not purchase Experience and never received any compensation for gift cards, promotions or account balances held by Experience. We understand your frustration, but it is beyond our financial means to honor anything else. This would be the same scenario as if you were to try to use a gift card from Parisians at Belk.

Thank you for your understanding and we do appreciate your business.

The Izzo's and The Cutter's