



Dear Valued Customer,

We have an important update on our business and the future of our company to communicate. On August 11, 2024, we announced that LL Flooring initiated a voluntary court-supervised process under Chapter 11 of the U.S. Bankruptcy Code and we intend to use these proceedings to pursue a going-concern sale of our business.

In order to avoid any confusion or inaccuracy, we would like to share some important information:

First and foremost, **we are open for business**. While we recently announced plans to close 94 of our stores, LL Flooring has more than 300 continuing stores that, along with our online platform, remain open and operating. The Company remains focused on providing customers with outstanding hard and soft surface flooring and an exceptional shopping experience.

The Chapter 11 process is a legal tool that will provide us with time and financial flexibility as we pursue a going-concern sale of the business. The Company is engaged in discussions with potential buyers of the Company, and this process will allow us to evaluate binding bids through a court-supervised process in order to maximize value for all of our stakeholders, including our valued customers. While this could change, the Company currently anticipates closing a sale of the business by end of September if a buyer is identified.

You can find an FAQ, which will help address some of the initial questions you may have and provide additional information related to the court-supervised process on our restructuring website at www.LLFlooringRestructuring.com. We encourage you to check our restructuring website or our Company's website at www.LLFlooring.com for a list of locations conducting store closing sales, as well as updates on store operations and sales policies.

On behalf of the entire team, we value your business and we appreciate you turning to LL Flooring for your flooring needs. We look forward to continuing to serve you.

Sincerely,

Charles Tyson

Chief Executive Officer

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THESE ARE THE FLOORS HOMES ARE BUILT ON.