

Dear Valued Brookstone Customers:

First, thank you for your business. We are honored to be able to continue to serve you online at **Brookstone.com**, in our **airport stores** throughout the U.S. and via **major retail partners**.

Now, some sad news. After a continued decline in mall traffic, Brookstone has announced that we plan to close our mall stores in the next 60 days. This difficult decision will enable us to maintain our brand, e-commerce and wholesale businesses as we seek new ownership and restructure the organization for success in the years to come. To facilitate a sale, we have filed voluntary petitions under Chapter 11 of the U.S. Bankruptcy Code.

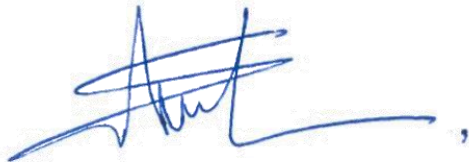
Fortunately, our remaining e-commerce, airport store and wholesale businesses are operating successfully, and we believe they are well-positioned to succeed under new ownership.

I can assure you that we remain committed to serving you as usual throughout this process.

- We will continue to bring **high-quality, innovative products** to our customers.
- **Product warranties** remain in effect.
- You may still **buy and redeem gift cards** at our airport stores and online at Brookstone.com
- **Brookstone Loves Reward Program points** are still eligible for redemption

I want to personally thank you for your continued support of Brookstone and our mission to connect consumers with the most innovative and amazing product experiences. We look forward to serving you as we continue to cultivate A World of Innovation®.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Piau Phang Foo', followed by a comma.

Piau Phang Foo
Chief Executive Officer