

1 Dear Valued Customer,  
2

3 I am writing with some important developments regarding our business and the Chapter 11 process.  
4

5 On September 6, 2024, we announced that LL Flooring has signed an agreement with F9 Investments for  
6 a going-concern sale of the business.  
7

8 Under the terms of the agreement, F9 Investments will be acquiring 219 of our stores, as well as other  
9 company assets. We are pleased to have reached this agreement following significant efforts by our team  
10 and advisors to preserve the business and maintain ongoing operations.  
11

12 Importantly, during the Chapter 11 process and as we work to complete the going-concern sale of the  
13 business, LL Flooring continues to generally operate in the normal course and remains focused on  
14 providing customers with a broad range of hard and soft surface flooring and an exceptional shopping  
15 experience.  
16

17 The 219 continuing stores that are part of the asset purchase agreement, along with our online platform,  
18 are open and continuing to serve customers with few changes to store operations and policies.  
19

20 Additionally, store closing sales initiated on September 6, 2024, are continuing at 117 store locations  
21 These locations will remain open and serving customers with great deals through the store closing  
22 process. A full list of the specific locations that are closing can be found on the LL Flooring website at  
23 <https://www.llflooring.com/store-closings/>. You can also find additional information related to our store  
24 operations and sale policies on [LLFlooring.com](https://www.llflooring.com).  
25

26 In relation to these developments, LL Flooring has also reached the next key milestone in the Company's  
27 Chapter 11 process – the setting of the "Bar Date," which is the last date on which a "Proof of Claim" can  
28 be filed.  
29

30 The Bankruptcy Court has set the General Bar Date for November 1, 2024, at 11:59 p.m. (ET). As part of  
31 the court-supervised process, LL Flooring must determine all amounts claimed to be owed to various  
32 creditors, including customers.  
33

34 Parties who believe they are owed money by LL Flooring from prior to our filing date, August 11, 2024,  
35 should consider filing a Proof of Claim. Information regarding how to file a claim will be available on a  
36 website administered by our claims and noticing agent, Stretto, at <https://cases.stretto.com/LLFlooring>; or  
37 by emailing Stretto at [TeamLLFlooring@stretto.com](mailto:TeamLLFlooring@stretto.com).  
38

39 If you file a claim, please read the instructions on the Proof of Claim form carefully. Proofs of Claim must  
40 be filed in a timely manner so that they are received on or before the Bar Date. You may also wish to  
41 consult with your own attorney for assistance.  
42

43 We are thrilled to have the opportunity to continue to serve our customers for the long term. Thank you for  
44 your ongoing support and loyalty to LL Flooring.  
45

46 Sincerely,  
47

48 Charles Tyson  
49

50 Chief Executive Officer