



Fresh, Hot, Hand-Rolled Soft Pretzels

May 2, 2003

Mill Hardware
4855 East 345th Street
Willoughby, OH 44094

To Whom It May Concern:

Auntie Anne's began our relationship with Mill Hardware in September of 1995, supplying parts and small wares to our stores. Currently, Mill Hardware provides replacement parts for most, if not all of the equipment in Auntie Anne's stores as well as 75% of the small wares we use. We have found that the people at Mill Hardware are very accommodating. They aim to be knowledgeable about the equipment and small wares that we use, and answer questions that are posed to them. They have been very willing to take on new projects for Auntie Anne's, and have been a great business partner over the years. Mill Hardware also received the Supplier Of The Year Award in 2002, because of their outstanding service to the Auntie Anne's System. Thank you to Jeff Davis, Corky Murdock and everyone at Mill Hardware for your outstanding service.

Sincerely,

Dale Smucker
Director of Purchasing
Auntie Anne's, Inc.

AUNTIE ANNE'S, INC. HOME OFFICE

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