

Dear Friends,

March 17, 2025

I have decided to close Majestic Mountain Sage, Inc.

I started MMS in 1996, and here we are in 2025. Unbelievable! Let me cover a few things that will happen as we wind down our operations.

1. **You will NOT be abandoned.** Many folks have purchased our bases, fragrance oils, and other products. We will make sure your larger purchases are not forgotten.
2. **I have opted not to sell the company to a venture capital group.** Our customers and friends are in a unique niche market and need personal attention. A company cannot serve its customers with focused care and serve the stockholders at the same time. You have entrusted us to handle your information carefully, and I do not believe a venture capital group cares more about your data than I do.
3. **Any product currently on backorder will be processed according to your wishes.** If we can provide you with product, you will get it. We have committed purchase orders for materials as long ago as November 2024 and still do not have expected times of arrival for those materials. Each of our vendors will be given the final delivery dates, and we will work with them or cancel our purchase orders. Some of you may opt for refunds; others may wait to see if the materials become available. We will do what is best for you.
4. **We have seen many ups and downs in the market.** Remember the panic of Y2K? Or the rush on sprayers for the 2000s avian flu? Remember the housing market/bank collapse? H1N1? You might even remember when our Lip Balm Kits made for Martha by Mail were more than \$1 million on backorder due to a jar that had 12 weeks of lead time. Every year has hurdles, and we get through them together.
5. **We have also seen changes in your lives.** New babies, deaths, marriages, divorces, location changes, and more. You have touched our lives, and we know our lives have touched you. A part of me finds this letter surreal, and another part notes I have worked in this job for 30 years. I need a few changes in my life to improve my physical and mental health. I may come back to our industry as an advisor, or I may remain retired, but right now, I don't know what will happen in the future.
6. **When?** We are expecting at the end of June. You can find updates through our website. We will need to be out of our building by July 31. We have a lot to move between now and then.

This is a heavy message and one I have toiled to make. I love how much you have blessed our lives and am eternally grateful. You may write to us, and it may take a while to respond, but if you need our help, we will try our best.

Thank you,

Tina