

To our Mills customers and community,

Reopening is progressing very well and we want to provide another update.

Shipping has resumed from all locations, returns are being processed by mail, decorated apparel production is running at full capacity and merchandise shipments paused by regional shutdowns are arriving.

As we get closer to reopening physical stores, we'll be following Coronavirus-related protocols including:

- Capacity limits on number of shoppers
- Maintaining social distancing of 6 feet
- All Staff and customers will wear masks
- Fitting rooms will remain closed
- Increased cleaning, sanitizing and monitoring requirements may impact open hours

Our goal remains the same – for customers to experience great service and convenience this season – while we all safely navigate a global pandemic.

Feedback and customer's changed shopping patterns confirm most will choose to shop online in this environment. It's easier than ever at millswear.com with our faster loading pages, new product pictures, enhanced sizing charts, easy access to past order history, "No Questions Asked!" Product Quality Guarantee, Easy mail-in return process and Free Shipping on orders \$75+.

In mid-June we'll begin offering scheduled Virtual fit appointments and Curbside Pickup at select locations. The next phase will be in-person shopping by appointment at select locations targeting students who are new to Mills. As phases progress, we'll determine when it makes sense to open stores to non-appointment shoppers. We'll be providing a marketing piece about how to shop and size virtually and will get that to you for distribution in early June.

We appreciate your business and partnership and hope you'll have time for a break this summer!

Please let us know how else we can support your return to campus and keep us as apprised as plans are finalized. We'll be sending enrollment surveys next week and that information along with, when you go back, whether students return to campus, continue virtual learning or a hybrid, will impact what uniforms families need and when. The more we know the better we can help.

Thanks and we'll continue to stay in touch and keep you updated.



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