

## CUSTOMERS WITH PRE FILING ORDERS

Dear BTR shopper,

As you may be aware, 7098961 Canada Inc. (formerly known as Beyond the Rack) is going through a Court-supervised restructuring process through proceedings it undertook in Montreal (Canada) on March 24, 2016. We understand that for many of you, this process has taken far too long to complete and has affected too many customers.

The good news is that the website BTR.com will continue to operate – now under new ownership and as a new company. We will be re-launching shortly with a new look and feel and all your account information will be transferred to the new site.

You are receiving this communication because either (i) you placed an order with Beyond the Rack **prior to** March 24, 2016 and that merchandise is no longer available to be delivered to you or (ii) a store credit was issued to you **prior to** March 24, 2016 which you are no longer able to use.

The court-appointed monitor overseeing the restructuring process is also handling the process by which you may choose to make a claim against 7098961 Canada Inc., which can be done at the following URL:

<http://www.richter.ca/en/folder/insolvency-cases/0-9/7098961-canada-inc-customers-claim>

Please be aware that the amount that will be paid on your claim will likely only represent a small percentage of the price of the undelivered items.

If you require further information or have any questions, please contact the BTR.com customer service team by emailing [service@btr.com](mailto:service@btr.com) or by calling 1-877-733-4660 weekdays from 9AM until 6PM.

We sincerely apologize if you've been frustrated by poor service in recent months and want to assure you that the entire BTR team is committed to providing the service you deserve as we re-launch as a new company and look forward to serving you in the future.