

Date: September 11, 2009
To: Our Valued Customers
Subject: USST Retail Returns/Credits

As you may be aware, Altria/USST has instituted a new process for handling returns of their smokeless tobacco brands. Going forward, USST product eligible for return from your store will be removed and shipped by Altria from your store directly to a reclamation center.

At the end of each quarter Altria will provide The C. D. Hartnett Company with reporting, detailing the number of cans and credit amount that should be issued to your store. We will issue the credit within 2 weeks of receiving the information from Altria.

Program Outline:

As Altria representatives call on stores they will return eligible product (with your approval) to the reclamation center, with product credits being processed once per quarter.

Altria provides The C. D. Hartnett Company the credit detail (by-store data) within approximately 2 weeks from the end of each quarter. The C. D. Hartnett Company will process customer credits within 2 weeks of receipt from Altria.

If the account files received from Altria do not match up with our customer files, we will submit an error report to Altria for resolution; this would result in a delay in processing credits for the affected stores.

Altria has capped the credit amount at 6% of sales; product quantities over the 'cap' are credited at the State Excise Tax rate only.

Credit Processing:

Customer credit reporting will have "USST" printed on the credit so that these credits can be identified. As you will have no corresponding credit memo with which to match these credits, the form will be marked to enable you to identify them.

Altria determines the credit amount. Credits will be passed to you at 100% of what we receive. Inquiries about the credit amount you receive should be directed to Altria. If you should have questions about the process, please contact your C. D. Hartnett Company representative for clarification. We value your business and appreciate your support as we work together with this new process

Sincerely,

Steve Milliken, President