

WHAT'S GOING ON WITH GLOW?

Hey All,

In 1991, Glow Industries launched its distribution to head-shops. It is with pride and gratitude to many that Glow has 28 years as one of the industry's top distributors. We have had highs and lows along the way, as all businesses do. From everyone being raided, to the thrill of an Afterglow party, we have survived a lot together and celebrated much.

There have been many rumors about Glow Industries this year. People want to know, "What's going on at Glow?" As loyal Glow customers, you deserve to know what has happened this past year.

In 2014, I moved to Denver with my wife, Jen. In the years that followed, I formed a sales office in Denver, put together a marketing team and stocked a small warehouse. The move seemed to be going well. Until it wasn't.

In 2017, I started to move my accounting department to Colorado. Around this time, things began to unravel. Starting with a 2 million dollar hit from a top product loss, to a Federal Indictment from 5 years prior, we didn't think it could get worse. Until it did.

We were completely blindsided by an internal embezzlement from a trusted employee and friend. It was a one, two, three knock-out Trifecta.

Each of these incidents, worth millions of dollars, all involved partnerships and friendships in which honor and integrity were violated. As you all know me, loyalty is not only my personal motto, it is Glow's mission statement. We all understand the depth of loyalty in this industry and it is why most of us are in business to this day. I was really struggling to not only recover financial ground for Glow, but I was personally very hurt and shocked at the betrayal.

By the time I realized the extent of Glow's financial crisis, my vendors had already over extended my credit. They trusted our long-standing relationship and my track record of always paying my invoices. It was difficult to explain my situation to them, many of whom I have known for numerous years. At the same time, I saw my backorders piling up, and our fill rates going down the tubes. My long-time loyal customers had to seek alternative suppliers and my competitors swooped in to tear at my dying flesh.

I was in shock, embarrassed and stagnant. I had never been taken advantage of this badly. I wasn't sure how to get out of this mess. As you well know, being a business owner, the buck always stops with you, and losses are very personal. It can be difficult to separate the business from your identity. I was in the no-man's land. The deadly tailspin seemed to have no end.

Simultaneously, several long-time friends reached out to help. Not as a handout, but a strategic partnership that would not only help to revive Glow Industries but also solidify a trust-filled relationship for the future. My hope was slowly being restored.

I had to get real about what Glow could do moving forward and let go of what Glow "used to be". Again, another gut-wrenching process, but necessary. Nonetheless, the Glow of the past is one that we all will talk about for years to come. It is a part of all our memories, both highs and lows.

No one can forget the Afterglow Parties that brought all of us under one roof to remind us of what we fight for each day; our rights, freedoms, and values as business owners and as a head-shop community. We are one!

Moving forward, Glow will provide you exclusive items with consistent and accurate fill rates, orders that ship in 24 hours, and true freight costs. This allows me to keep integrity and respect with all my customers and vendors who have shown me so much support.

With that being said, I give you the Salt and Potatoes Catalog (psst, its French Fries) from Glow Industries. A rebirth that has been supported by friends I have made throughout my 28 years in this industry including; manufacturers, distributors and our life blood- YOU, our loyal customers. I feel very grateful and thankful for your past and continued support of Glow Industries. We will persevere!

Much respect and gratitude,

A handwritten signature in black ink that reads "Jason". The signature is written in a cursive, flowing style with a large loop at the beginning and a long, sweeping tail that extends downwards and to the left.