

We decided to share Our (Bay State Linen) Story because of a recent email we received from a previous customer who voiced their feelings about Zoots when they abruptly closed down their business and declared bankruptcy last January 2018. It was shocking and unfortunate as a lot of customers, even our friends, were affected by it. They were worried about how to retrieve their clothes. Zoots is back, however, **under totally different ownership!** Hope this removes negative feelings. Please let us know how we can gain back your confidence and business!

Sincerely,

Greg
Bay State Linen

Our Story

Bay State Linen (that's us!) grew out of a small 3,000 square foot laundromat in Hyde Park, MA. Our business focused on providing commercial linen services to smaller businesses that did not have the ability to do their own laundry. Over time, we gradually grew out of that original space in Hyde Park and in 2008, moved our business into a larger industrial laundry facility in Boston. We were fortunate to be able to acquire a 100+ year old industrial laundry company that had a handful of remaining employees and commercial customers. This larger facility allowed us the space to grow our business to the next level and begin servicing customers with larger laundry needs.

In 2012, we were approached by a fellow laundry competitor to whom we had provided emergency services for several years. It was unfortunate that he was unable to keep his commercial laundry business afloat through challenging times. He also had a commercial dry cleaning that serviced hotels for many years. His dry cleaning facility was on the verge of bankruptcy and he had asked if we would be interested in helping him out so that he would not have to go into bankruptcy. We had helped him out of many jams before on the laundry side, so we gave it a go. In 2012, we dove into the commercial dry cleaning industry. His business had several dozen employees who at the time provided services to only a few remaining hotels. However, we undertook the challenge and gradually grew the business over the years retaining and providing good jobs to a growing number of employees.

Toward the end of 2017, our laundry facility in Boston had a large fire that unfortunately closed it down. Through the help of some wonderful people at Cape Cod Commercial Linen Services, who had a large laundry facility, we were able to sustain and maintain business operations. Also, through the help of insurance, all our employees were able to continue working without missing a paycheck. The insurance company offered to bus all our employees down to the Cape over two shifts seven days a week to process our laundry. This process continued until July 2018 when the insurance company decided that they would stop funding the claim prior to its one year policy coverage, putting out of work the majority of our laundry employees. Cape Cod Commercial Linen Services however, took a different approach as they

continued servicing us - keeping us in business. Thankfully they did not want to see us go out of business nor see our employees out of work.

Since the fire, we were scrambling to figure out the quickest way to rebuild the laundry side of our business. We had an industrial property under agreement that we were working toward moving into when we learned that Zoots had declared bankruptcy. We immediately contacted our attorney to pursue the potential opportunity. After several meetings and inspections of the Zoots facility, we decided the acquisition would be a good fit overall and that the Zoots facility would also provide for an accelerated build out and a great future home for Bay State Linen. So, midway through 2018 we moved forward with the purchase of Zoots and soon after the Zoots facility in Brockton.

Unfortunately, the purchase was not as smooth as we thought it would be due to the complete close down of the business and operation (old Zoots). It took a bit of time for us to build out the facility to meet our needs, as well as complete the moving of our dry cleaning facility from north of Boston to Brockton. As of the beginning of 2019, we were fully functioning within the Zoots facility as Bay State Linen and Zoots. It was at that time that we were able to start looking into restarting the Zoots Home Delivery Routes. We are now just starting to expand our territories and are hopeful to reach many of the wonderful, grateful long standing past Zoots clients.

As for the retail store fronts that closed, we had hoped to engage the stores and open them early in the process. However, not a single one of the landlords wanted to work with us and we were forced to evacuate that plan very quickly. Some stores were broken into before we even took possession - clothes, flat screen TVs, and electronics were stolen. We were able to move whatever equipment and clothes remaining from those stores to the production facility in Brockton that we could. We have had them in storage while completing our construction of the facility. We have been taking requests from former store Zoots customers and have reunited many garments with their owners!

Here is a link to an article written about us when we started back the Zoots Routes:
<https://www.enterpriseneews.com/news/20190123/zoots-back-in-business-under-new-ownership>

We thank all of you for your patience through our transformation and hope to provide many, many wonderful years of service. It is our goal to not only build our business, but also the community by providing a great stable income for many wonderful employees and families.

Thank you for your business.

Greg
Bay State Linen