

Re: Packaging Issue/SmartBones® Protein Rings

Dear Valued Customer:

This message is to inform you about a voluntary market withdrawal of all lots of SmartBones® Protein Rings in 5 oz. and 10.5 oz. bags in the following flavors: Duck/Pumpkin/Flaxseed, Chicken/Sweet Potato, and Salmon/Chickpeas. We have recently learned that the integrity of the bag seal may not meet our internal quality standards. Our analysis indicates that this issue seems isolated and that only a small portion of the lots seem to be affected; however, we are withdrawing all lots out of an abundance of caution. We are currently working with our manufacturing partner to make sure that this does not happen again in the future. [Please note this is not a recall.]

In order to move forward we ask that you follow these simple steps:

1. Please check to see if you have any quantity of SmartBones® Protein Rings – Salmon and Chickpeas in your inventory. The label of the product is as follows:



2. If you have any inventory of this product, we ask that you stop selling the product and destroy it by disposing the product in the trash.
3. We request that you affirm that you have disposed of the product by sending us the completed Certificate of Destruction (attached) to PetRegulatory@spectrumbrands.com.
4. We will be in touch shortly with instructions on how to receive a replacement product.

We sincerely apologize for this inconvenience. Please contact your salesperson with any questions.

Sincerely,

Stan Owens, Vice President Sales

CERTIFICATE OF DESTRUCTION

Organization: Spectrum Brands Pet LLC	Organization Contact: Shawna Bliss <i>Manager, Quality & Food Safety</i> One Rider Trail Plaza Drive, Suite 300 Earth City, MO 63045 p: 314.683.2531 e: shawna.bliss@spectrumbrands.com	
Product:		
Quantity:		
Method of Destruction:		
Evidence of Destruction:		
Date of Destruction:		
Signature:	Printed Name:	Date Executed: