



600 Boyce Road  
Pittsburgh, PA 15205

douglaslabs.com  
1-800-245-4440

October 14, 2014

RE: Important Update

Dear Valued Practitioner,

Douglas Laboratories is committed to continuing to lead the industry in delivering superior, high quality nutritional supplements, as we have done over the past 50 years. In support of this mission, we recently made a significant investment in a new ERP system (enterprise resource planning) that will enable us to further strengthen our quality and compliance. This new and extensive, state-of-the-art system controls everything including order-entry, material sourcing, manufacturing, and distribution of Douglas Laboratories product at our Pittsburgh manufacturing facility.

Implementing an extensive new system like this is complicated and we have faced some challenges in getting the new system fully operational and efficient. As a result, we have created supply challenges that we know are affecting your ability to meet your patients' needs. This is very disappointing to us and is not reflective of the operational excellence that we intend to deliver. Please be assured that we are fully committed to addressing this situation with the utmost urgency and that we are completely dedicated to delivering the exceptional level of service that you require.

We are making progress on our delayed orders and anticipate improved delivery and fill-rates going forward. We are confident that we will be able to smooth out the process and return to consistent fill-rates in the near future.

During this improvement process, our team is able to provide you with comparable product suggestions for delayed items from the Douglas Laboratories catalog. Additionally, we may also be able to provide you alternatives from one or more of our sister companies. Please contact us via your local representative or our customer service team for assistance with these options at 800.245.4440.

We appreciate your understanding, continued patronage, and loyalty as we work through our implementation of this new system. We realize that we need to better serve your accounts and I can assure you that we are committed to delivering on this promise.

Sincerely,

A handwritten signature in black ink, appearing to read "Tim J. Monk, Jr.", written in a cursive style.

Timothy J. Monk, Jr.  
Senior Vice President of Sales and Marketing  
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