



600 Boyce Road
Pittsburgh, PA 15205

douglaslabs.com
1-800-245-4440

November 24, 2014

RE: Douglas Laboratories: Supply Update & Pure Encapsulations Product Offer

Dear Valued Practitioner,

We thank you for your continued business and your ongoing patience with the supply challenges we are experiencing.

As we notified you on October 14, Douglas Laboratories is in the process of implementing a new, state-of-the-art resource management system. Complications during this process have led to production delays and in some cases, backordered products.

We sincerely apologize for any trouble this may be causing you and we are committed to rectifying this situation as soon as possible, while providing you with the products you need for your practice and patients. If you are experiencing order delays, please contact your Douglas Sales Representative or Customer Service at 800-245-4440. They can assist you in finding suitable alternatives to the products you need, including products from our sister company Pure Encapsulations, a leading manufacturer of hypo-allergenic supplements.

If you are interested in learning more about Pure Encapsulations and their products, please contact Robert Erdmann (rerdmann@purecaps.com, x16323) or Carole Orlando (corlando@purecaps.com, x16310) at 800-753-2277. Robert and Carole have been designated to help you navigate the extensive Pure Encapsulations product line and to facilitate the ordering process. They will also provide you with a **15% discounted rate along with free shipping** for any Pure Encapsulations product order during this interim period.

Please know that our entire team is committed to providing you with the service and care you have come to expect from Douglas Laboratories. We are working night and day to resolve the current supply issue and hope to be fully operational again soon. We truly appreciate your patience and loyalty.

Again, if you have any questions or ongoing ordering issues, please contact your Sales Representative or Customer Service. We will be in touch soon with more updates.

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
tmonk@douglaslabs.com

P.S. If you are planning to attend A4M – the American Academy of Anti-Aging Medicine Conference – in Las Vegas, December 11-13, please stop by the Douglas Laboratories Booth (#4027). It would be great to see you there.