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Pittsburgh, PA 15205

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1-800-245-4440

December 15, 2014

RE: Douglas Laboratories: End of Year Supply Update

Dear Valued Customer,

As we look forward to the Holiday Season and the New Year, I am pleased to provide you with the latest update on our resource management and production efforts at Douglas Laboratories.

Over the past 30 days, we have reduced the number of backordered Douglas Laboratories products by more than 30%. This is an important milestone in our operations program and signifies that our recovery efforts are working and will continue to make progress in the coming weeks.

We once again thank you for your continued loyalty and patience as we bring our new systems online. As always, if you are experiencing product order issues, please contact your sales representative or Douglas Laboratories Customer Service at 800-245-4440. They are ready and able to help you source the products you need for your practice and patients.

All of us at Douglas Laboratories wish you and yours happy and healthy holidays. Rest assured this holiday season, we will be hard at work on our production efforts to provide you with the service, support and products you have come to expect from Douglas Laboratories in the New Year.

Kindest regards and warm wishes,

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](mailto:tmonk@douglaslabs.com)