

Manufacturing Excellence



Throughout our more than 50 years in existence, Douglas Laboratories has elevated the science, expertise and art of manufacturing nutritional supplements to achieve unparalleled quality. Our modern climate-controlled facilities include over 150,000 square feet of world-class manufacturing, three in-house laboratories and packaging and distribution capabilities. Douglas Laboratories continually reinvests substantial resources to improve and upgrade our manufacturing equipment, laboratories, processes, and staff education and training. Our dedicated staff of manufacturing and nutritional experts is committed to unprecedented quality through every step of our manufacturing and quality control procedures.

MANUFACTURING PRACTICES AND CERTIFICATIONS

Douglas Laboratories' rigid manufacturing practices and procedures are designed to monitor and verify quality throughout every step of the production process.

- **cGMPs** (current Good Manufacturing Practices) for nutritional supplements in accordance with USP28
- **ISO 9001** and **ISO 17025** accreditation/ in-house laboratory certification
- **Veri-Match** – electronic label match to formula system to ensure content accuracy
- **SOPs** (written Standard Operating Procedures) in accordance with cGMPs
- **VCP** (Vendor Certification Program) ensuring raw material quality
- **In-house university training** and ongoing educational program



ISO 9001 CERTIFICATION AND ISO 17025 ACCREDITATION

Douglas Laboratories is proud to announce that our in-house laboratory certification and accreditation meet both the ISO 9001 and ISO 17025 standards. These standards mean that we are compliant with one of the highest and most recognized standards of quality in the world. When comparing supplement suppliers, ask them for verification of their laboratories' ISO certification.



Unsurpassed Quality

FACILITIES...INTERNATIONAL REGULATORY COMPLIANCE

Our world-class manufacturing facilities comply with federal and other worldwide regulatory bodies.

- FDA Audit Compliant
- Canadian Ministry of Health
- European Union GMP Certified



At Douglas Laboratories, there is no greater mission than assuring that each and every supplement produced is of the highest quality. When you see the Douglas Laboratories 'Emblem of Quality,' be assured that only the finest raw materials are being used, and that all manufacturing is performed under the strictest of guidelines. Because these products are developed specifically for exclusive distribution by healthcare professionals, our emblem has become a recognized symbol of quality that patients around the world have come to rely upon and trust.



IN-HOUSE LABORATORIES ENSURE OVERALL PRODUCT QUALITY

Our in-house laboratories, under the supervision of our staff Ph.D.s, constantly monitor quality. From raw materials entering our facility through testing dosage potency and tablet/capsule disintegration, our in-house labs ensure product quality and consistency.

- **Chemical Analysis Laboratory** – ensuring potency of formula components using ICP, GF/AA, HPLC, and FT-NIR
- **Physical Analysis Laboratory** – ensuring dosage weight, hardness, disintegration, and overall consistency and appearance
- **Microbiology Laboratory** – testing all raw materials and products for yeast, mold, and bacterial purity in accordance with USP28
- **Manufacturing Quality** - Dr. Naeem Shaikh has been with Douglas Laboratories for nearly two decades and leads the Research & Development and Quality Departments. Dr. Shaikh earned his Ph.D. in Pharmaceutics from Duquesne University and additional degrees in Pharmacy from Duquesne and the University of Karachi in Pakistan. As the author of ten published papers covering topics from dietary supplements to controlled-release drug delivery systems, Dr. Shaikh has expertise in all facets of manufacturing and quality control at Douglas Laboratories.
- **Formulating/New Product Development** - Dr. Andrew Halpner received his Ph.D. in Nutrition from the Friedman School of Nutrition Science and Policy at Tufts University. His extensive research and interests focus around antioxidant nutrients, including their interactions and abilities to prevent and treat age-related degenerative illnesses. Dr. Halpner has lectured nationally and internationally on various topics pertaining to nutrition and has authored numerous articles. Dr. Halpner is currently the Director of Product Development and Technical Services for Douglas Laboratories and also serves as the Chief Editor for *NutriNews*.



The Douglas Difference

THE MARKETING AND SALES ADVANTAGE

Douglas Laboratories offers a broad selection of approximately 900 branded products, providing your practice the professionals' choice in dispensing options. Many products are unique formulations, only available at Douglas Laboratories, including our Ultra Preventive® and Basic Preventive® lines—the most widely recommended professional grade multiple vitamin and mineral formulas in the marketplace. We also offer an extensive array of herbal supplements including Ayurvedic herbs, herbal combinations and our Max-V exclusive line of standardized herbs in vegetarian capsules. In addition to these and our other fine supplements, we are continually developing new products based upon the latest scientific and clinical research. Questions concerning a product? No problem. Douglas Laboratories provides a wide variety of informative resource options to get those questions answered, including:

- www.douglaslabs.com (see below)
- Quarterly technical newsletters and product data sheets also available on our website
- Your own dedicated Nutritional Account Manager and Customer Service Representative
- On-staff Ph.D.s and nutritional professionals
- Sales support materials

HELPFUL RESOURCES AT YOUR FINGERTIPS

New Catalog — Our catalog has been redesigned to include color-coded sections for easy reference and navigation. Search by health function or category to find the exact product to meet your patient's needs.

New Products — Douglas Laboratories continues to offer new formulas backed by the latest scientific research and clinical data.

New Website — Beginning summer 2005, our website, www.douglaslabs.com, will showcase new features and improvements to support your practice. Healthcare practitioners can place online orders using personalized E-Z Order Forms. They can select from several homepage design options and control what appears in their own online stores. Douglas Laboratories also provides practitioners the opportunity to customize written content to convey individual practice focus. Patients can place nutritional supplement orders through their practitioner's homepages and can register for automatic shipments.

Reference materials — A special collection of books is now offered at costs significantly less than suggested retail prices.



"MY HEALTH PROFESSIONAL KNOWS BEST" CAMPAIGN

Douglas is proud to announce a new advertising and marketing campaign designed to raise nutrition awareness among patients within your practice and build upon the valued trust relationship between you and your patient. The images above are of four ads featured in our new "My Health Professional Knows Best" campaign. They appear in various trade journals and offer corresponding posters free to healthcare professionals who place an order.



Labeling Options



HOUSE LABEL (XL)

Available only through healthcare practitioners. The Douglas Laboratories house label is offered on every one of our nutritional products in stock, and is complete with tamper-resistant seals and up-to-date labeling requirements. At Douglas Laboratories, we manufacture, package and label under strict supervision and standards to ensure that our products are of the utmost quality at all times.

PERSONALLY YOURS® LABEL DESIGNS (PL SERIES 1-8)

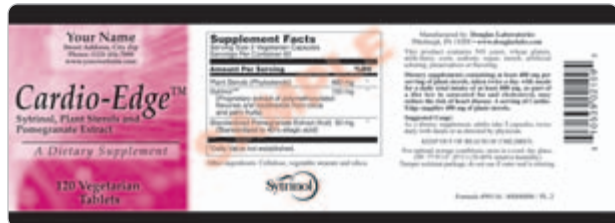
PL1



PL5



PL2



PL6



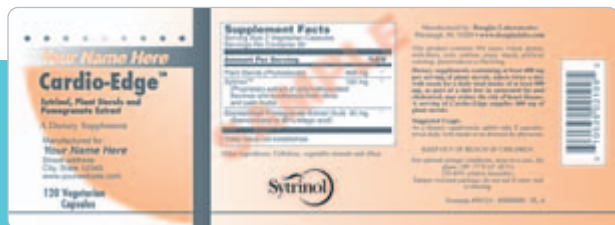
PL3



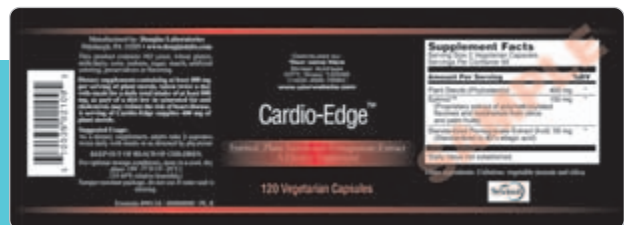
PL7



PL4



PL8



PERSONALLY YOURS® LABEL (PL)

Free with minimum quantities as low as 24 bottles per item. The personalized label (PL) features your name, practice, address and phone number on one of eight appealing Personally Yours® label designs. It's a perfect way to enhance patient compliance as well as encourage repeat customers. Your PL instantly makes the product "patient friendly" because it increases patients' confidence levels in you and the product. The exposure gained by personalized labeling is ongoing. Your patients, along with others (friends, relatives, etc.), see the visual reminder of your healthcare practice on a daily basis.



PL1 through PL8 labeled products are usually shipped within 3 business days.

Your Own Customized Label* (YL)

Free creative designs and technical consultations. A minimum charge for label printing with quantities as low as 48 bottles.

Let our creative, in-house graphics department help you personalize your nutritional products through your own label design. The customized label (YL) design offers you a three or four color unique label on which you may incorporate your logo or any other image you wish. Our graphics department is happy to offer their expertise in helping you create the look that is right for your product line. Customized labeling offers exclusivity to your practice dispensary or the outlet of your choice, and will allow you to have your own unique look that patients will automatically associate with health and wellness.

**As a healthcare professional, you are no more liable for dispensing a private label than a non-private label product. Since we supply the finished product to you, Douglas Laboratories is responsible for the contents of the product. We have product liability coverage and will send a certificate of insurance at your request.*



NEW PATIENT DIRECT SHIPPING PROGRAM

Our new Patient Direct Shipping Program is designed to support patient retention, promote patient compliance, save you time and make your practice more profitable.

The Patient Direct Shipping Program supplies Douglas house-labeled products directly from our manufacturing facility to patients. Douglas receives the patient orders and manages payment processing and shipping of products to patients within the continental United States. There are no fees to enroll in this program. Once enrolled, quality tri-fold product brochures will be delivered to the healthcare provider for distribution to patients.

This program will benefit healthcare providers who:

- do not have storage space
- have patients with refill needs, but find it difficult to visit the practice between scheduled appointments
- would like the option to 'auto ship' to their patients monthly
- are not comfortable dispensing from their practice, but understand the need for their patients' supplementation
- choose not to inventory products

For more information, contact your Nutritional Account Manager or Customer Service Representative, or visit www.douglaslabs.com to register online for the Patient Direct Shipping Program.



Douglas Customization



CUSTOM FORMULATING AND MANUFACTURING VERSATILITY

Our broad portfolio of branded products has become the preferred choice of healthcare professionals. However, for those practices wanting to dispense their own unique formulations, Douglas Laboratories offers a custom formulation option. Our technical staff of formulation and manufacturing scientists, along with your nutritional sales representative, will assist you in the design of your custom nutritional formula and meet your exact nutrient and dosage requirements. We will advise you of nutritional considerations based on absorption, bioavailability, content uniformity and any regulatory concerns. Your exclusive formula will be packaged and labeled according to your instructions. Dosage options include:

- Capsules (gelatin or vegetarian)
- Tablets
- Fast-melt tablets
- Chewable tablets
- Lozenges
- Enteric-coated
- Time-released
- Liquids
- Powders
- Tinctures

CREATE YOUR OWN CONVENIENCE PACK™

By creating your own customized pack, you can combine up to eight of Douglas Laboratories' most popular supplements into one Convenience Pack. Convenience Packs simplify dispensing by reducing the number of product bottles and the number of SKUs in your office. The canisters contain individual daily packets, which are helpful for patients and less confusing than multiple bottles. And an increase in patient compliance is an increase in sales for your office! Also check out the many condition-specific Convenience Packs Douglas Laboratories has already developed.

THE DOUGLAS CHALLENGE: THE NO-RISK METHOD TO TRY NEW PRODUCTS FREE!

We invite you to take the Douglas Challenge and try new products—risk free! Order 20 bottles of any Douglas Laboratories® product that you would like to try and receive four bottles free! After you've tried the four free bottles, if for any reason you are not completely satisfied, simply return the 20 you purchased for a full refund. This offer is applicable to healthcare professionals purchasing a product for the first time. Please mention the "Douglas Challenge" when ordering. Offer is not available on PL and YL labeling options. All products sold at the professional price only.

Returns must be made within 30 days of receipt. Certain powders, chewables and liquids are not applicable to this offer (call for product eligibility).



For Custom Convenience Packs utilizing the PL1 through PL8 labeling options, please allow 2-4 weeks lead time for first-time orders.



Customer Service and Distribution



CUSTOMER SERVICE

At Douglas Laboratories, we emphasize the “service” in customer service, to deliver the most efficient and comprehensive personalized service possible. Every effort is made to simplify and streamline the ordering process for our customers. Our friendly and knowledgeable staff of Nutritional Account Managers and Customer Service Professionals are available to answer any questions and to assist you with your orders. Our in-house Ph.D.s are also available to answer any questions you might have.

CHOOSE FROM 4 CONVENIENT WAYS TO ORDER:

1. **Call TOLL FREE:** 1-888-DOUGLAB or 1-800-245-4440 in USA, Alaska, Hawaii, and Puerto Rico. Other areas call 412-494-0122, Mon-Fri between 8 a.m. and 6 p.m. EST.
2. **Fax TOLL FREE:** 1-888-245-4440 using a copy of the convenient fax order form enclosed or the E-Z Order Fax™ Form provided with each shipment from Douglas Laboratories. Your E-Z Order Fax Form lists all of the products your practice has ordered within the past year. Simply mark the quantity beside the product(s) desired and fax it to us.
3. **Mail your order:** Douglas Laboratories, 700 Trumbull Drive, Pittsburgh, PA 15205-4363 USA. Attn: Customer Service
4. **Order online:** Starting Summer 2005, you will be able to place orders online at www.douglaslabs.com.

AUTOMATIC E-MAIL ORDER CONFIRMATION

Should you choose to provide us with your e-mail address, you will receive automatic order acknowledgements and shipment notifications with tracking numbers via e-mail.

PRICING

All prices shown in the catalog are suggested retail (patient) prices. Call for details on healthcare professional and quantity discounts. All prices, sizes and formulations are subject to change without prior notification.

CREDIT TERMS

Credit terms of 30 days may be established upon approval by completing our credit application (Page F1 in the back of this catalog). First-time orders are shipped COD or prepaid with a credit card (MasterCard, VISA, Discover and American Express are all welcome). Allow two to three weeks for credit approval with allowance for possible delays when checking references.

SHIPPING AND DISTRIBUTION

Our computerized shipping service ensures your orders are delivered quickly, efficiently and economically. We ship all orders from one of our U.S. or European distribution centers. Our shipping system's up-to-the-minute tracking of every package leaving our warehouse eliminates unnecessary delays. Shipping F.O.B. Pittsburgh.

RETURN POLICY

In keeping with our quality commitment, **our return policy requires that a claim be made within 5 days of receiving the product. All returns must be made within 30 days of the original ship date with authorization from our Customer Service Department.** These returns are subject to a 25% restocking charge. Returns may only be made on house label products (XL); no returns will be accepted on private or custom labeled products, custom formulas or custom convenience packs.