

----- Forwarded Message -----

From: Royal Canin Canada <customerresponse@royalcanin.ca>

To: furryangelspetresort@yahoo.ca

Sent: Wednesday, March 21, 2007 2:23:06 PM

Subject: All Royal Canin products are safe and NOT affected by recall



Dear Valued Royal Canin Customer,

We would like to assure you that no Royal Canin Canada products are linked to any current safety issues regarding Menu Foods.

In early 2006, Royal Canin Canada did voluntarily withdraw seven specific code lots of Canned Waltham Royal Canin Canada Veterinary dog and cat food. They were withdrawn as a precaution because the products contained elevated levels of Vitamin D3 which could cause loss of appetite, lethargy and excessive drinking and urination in pets. The elevated levels occurred due to a vitamin-mineral premix error from a supplier, resulting in excess levels of Vitamin D3 in these code lots.

The recalled lots affected products prescribed exclusively through veterinary clinics. All veterinary clinics were notified and the products were removed from those clinics.

Royal Canin Canada wishes to assure you and each one of our customers that all affected products have been removed and destroyed. No diets sold in pet stores were ever affected.

21/03/2007

Since last year, Royal Canin Canada has changed its premix supplier, put in place systematic Vitamin D3 analysis and enhanced quality checks in finished products. The steps taken are driven by Royal Canin Canada's Pet First philosophy and its commitment to pets and pet owners.

For close to 40 years, the health, happiness and long lives of our customers' pets have been our number one priority. We have one of the most stringent quality control processes in the industry.

Should you have any questions, please get in touch with us by replying to this email or by calling 1-800-527-2673.

We encourage you to forward this email to any concerned pet owners you may know.

Your sincerely,

A handwritten signature in dark ink, appearing to read 'Xavier Unkovic', written over a light blue horizontal line.

Xavier Unkovic
President & CEO, Royal Canin Canada

