

Hey ,

Nothing is more important to me than family. My animals are my family. Your animals are my family. You are part of my family.

And that's why I'm reaching out to you today...

As you know our boosters are made from real muscle meat, blood, bones and vital organ mix. We apply no heat to the product as it is flash frozen. And while that retains all the natural nutrients of the meat, with raw meat there is always a risk for meat to be contaminated with Salmonella, even with human meat - it's part of the process.

At TruPet, as we've grown – we've become even more committed to providing the most humane process for the harvested protein while also creating the safest product for you to handle and for you to feed to your pets – our cherished family members.

While we have one of the best systems on the planet (Animal activist Temple Grandin designed it), we are always looking at ways to improve our processes. The good news is we've established new protocols of testing and holding the product until it's cleared of any contaminants. It's not cheap to do – but our babies are worth the very best we can do by them. So, if adding a few days to the process helps keep your fur baby safer, then that's what we are going to do!

During the establishment of this improved process, we've run across one batch of Boost Me, lot number #20190531 13815 where we have decided as a company to withdraw the product from the market and replace it with new product immediately, as our new testing protocols have indicated there could be a risk for salmonella in 667 cases.

And while this is a limited number of bags, considering we have boosted over 1,500,000 bowls – even one sick dog is too many in my book and we are committed to being maniacs on a mission to ensure the safety of all our pets.

Moving forward, you can count on us to continue giving you the best value we can while keeping your dogs living longer. If you DO have one of these bags, please call us at 1-800-476-8808 and we will IMMEDIATELY refund your money or ship you a new bag of Boost Me.

Thank you for your patience and understanding of this matter. Handling meat is one of the most daunting tasks out there, and we are committed to continuing to be the best in the market. It's because of pet parents like you, we are able to strive to make an even better product.

Sincerely
Lori R Taylor

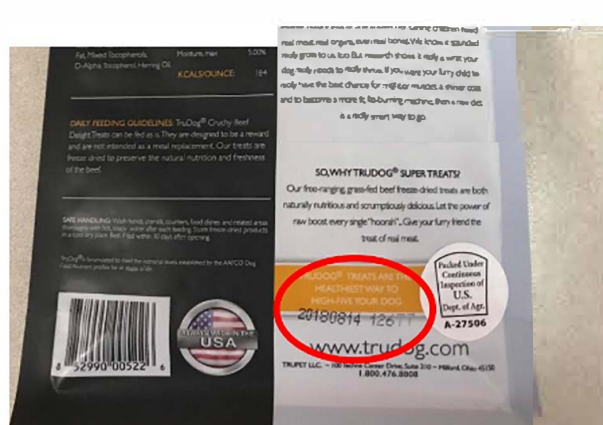
What you need to know:

Salmonella can affect animals eating the products and there is risk to humans from handling contaminated pet products, especially if they have not thoroughly washed their hands after having contact with the products or any surfaces exposed to these products. Healthy people infected with *Salmonella* should monitor themselves for some or all of the following symptoms: nausea, vomiting, diarrhea or bloody diarrhea, abdominal cramping and fever. Rarely, *Salmonella* can result in more serious ailments, including arterial infections, endocarditis, arthritis, muscle pain, eye irritation, and urinary tract symptoms. Consumers exhibiting these signs after having contact with this product should contact their healthcare providers.

Pets with *Salmonella* infections may be lethargic and have diarrhea or bloody diarrhea, fever, and vomiting. Some pets will have only decreased appetite, fever and abdominal pain. Infected but otherwise healthy pets can be carriers and infect other animals or humans. If your pet has consumed the recalled product and has these symptoms, please contact your veterinarian.

What you need to do:

Check your bags of Boost Me and see if you have any with this lot number:



If you do, please call us at 1-800-476-8808 to receive a refund or exchange of product.

What you can count on from us moving forward:

To continue to be hyper vigilant to protect your dog's life. We feed our family our products too and NOTHING is more important to us than keeping them healthy, happy and loving us longer. Together we can make the world a better place for our pets. It takes a village.