

Hi William,

Thank you for taking our call just now.

As discussed, during a visit to the Costa Mesa store on September 1st, we purchased one of each cookie that had been received by the store on August 31st. After taking them home and storing them in the refrigerator, we opened them for dessert, only to find that the products were in a condition suggesting they had been left out of refrigeration for an extended period. The dark chocolate was completely bloomed, and the cookies were crumbly and rock-hard, resembling cookies that had been left out of refrigeration..

We immediately checked the lot code and conducted tests on the same batch at our facility today, where the products stored in proper refrigeration were found to be in perfect condition. (Images attached). We visited another store just now (Irvine) and conducted a test with the manager present who confirmed they received the product and immediately put it out, we found the same issue, the cookie itself has dried up, is crumbly and not anything like how it should look or taste. This confirms that the issue is not with the product itself but rather with the handling process at the KEHE Chino distribution center.

Given these circumstances, we are now worried that the quality of our remaining 2,500 units in the KEHE Chino warehouse may have been compromised. We are reluctant to send this product to stores if it has been similarly affected.

As a new brand in Sprouts stores, we recognize that we have one chance to make a positive impression on customers. This mishandling directly impacts the quality and perception of our premium products. We urgently need to understand what steps can be taken to address these issues and ensure proper handling and distribution of our products moving forward.

Thank you for your prompt attention to this urgent concern.

Best regards,

Maurizio and Saphira