



Trust The Leaf[®]

**Voluntary Product Withdrawal
Alive![®] Calcium + D3 Gummy 60ct - Item #10255**

Dear Nature's Way Customer:

We are seeking your help in removing specific batches of Nature's Way[®] Alive![®] Calcium + D3 Gummy 60ct. (Item #10255 - Batch #20125551, 20125473 and 20128098) from your store. Note that the Batch Number can be found printed on the product label seam where the edges meet in white ink. Our records indicate that you would have received this product between April 6th, 2020 and June 23rd, 2020.

Why are we asking to remove this product?

We have identified stickiness, moistness, and/or clumping in some of the recent lots of our gummy formulations. While Nature's Way strives for excellence in delivering gummies with a high nutrient payload and a superb sensory experience, achieving both attributes in a formula can sometimes be challenging. **While there is no safety concern with the formula**, we believe that it does not live up to the standards that we have for our products. We therefore would like to remove this product from the market at no cost to you.

What are we asking you to do?

Please check your inventory for this specific item and batch number – no other batch numbers or formulas are affected. If you have one or more bottles of Nature's Way[®] Alive![®] Calcium + D3 Gummy 60ct. (Item #10255 - Batch #20125551, 20125473 and 20128098) in stock, please take the following action:

1. Immediately remove the product from stock.
2. Contact the Nature's Way Customer Service team to report the quantity of items and the associated batch numbers. Customer Service can be reached by phone, email or fax.

Phone: 1-800-225-9245

Fax: 1-888-570-6460

Email: CustomerServiceOrder@NaturesWay.com

3. We will credit your account for the appropriate quantity.
4. Dispose of the product.



Trust The Leaf®

When would my store have received the product?

- Nature's Way® Alive!® Calcium + D3 Gummy 60ct. #10255 – shipped from April 6th, 2020 and June 23rd, 2020.

Can I re-order the Nature's Way® Alive!® Calcium + D3 Gummy?

Yes, we have identified and rectified the issue and are building inventory on a first come / first serve basis.

How to handle customer complaints.

Please contact the Nature's Way Consumer team via phone or email.

Phone: 1-800-962-8873

Email: Info@NaturesWay.com

We apologize for the inconvenience that this has created and we sincerely appreciate your assistance with this matter.

In good health,

Timothy P. Swanson

VP of Sales Nature's Way U.S.