



## **URGENT: PRODUCT EXCHANGE NOTIFICATION**

Dear Valued Threshold Customer:

This letter is to inform you of a product exchange involving various lots of Source Naturals Melatonin Orange Lozenges with an undesirable taste profile that some customers dislike. Due to supply chain issues related to COVID, our manufacturing partner made slight changes to the formula and taste, which resulted in a taste profile which did not meet our requirements – there are no issues with product safety, quality, or efficacy. The good news is that we are able again to manufacture the lozenges in our primary Scotts Valley, CA manufacturing facility according to the prior formula, and hope to quickly replace any affected units in your inventory. They have the same taste as the prior formula.

We apologize for the inconvenience. To provide the best customer satisfaction possible, we ask that you please immediately examine your inventory for the lots shown in the table below so we can replace it with new product free of charge. Please complete the attached Market Exchange Response Form and Product Destruction Form (with pictures if possible) stating how many pieces of each item and their lot numbers that you have destroyed or returned and we will promptly replace them with new units. This withdrawal is being executed to the Retail level only – if you have further distributed any of these products to other retailers, please forward this notification.

**PRODUCT: Source Naturals Melatonin Orange Lozenges** (various strengths and sizes)

***This exchange affects specific lot numbers as listed below. No other lots of Melatonin and no other Source Natural products are affected by this product exchange***

Item Code	Description	UPC	Lot Number
SN0706	Sleep Science® Melatonin 1 mg Orange 100 Lozenge	021078007067	FG-106626 FG-106627 FG-107165 FG-108326
SN0707	Sleep Science® Melatonin 1 mg Orange 200 Lozenge	021078007074	F2005164 FG-106628 FG-107166
SN0708	Sleep Science® Melatonin 1 mg Orange 300 Lozenge	021078007081	F2005164 FG-106629 FG-107167
SN2580	Vegan True® Melatonin 2.5 mg Orange 60 Lozenge	021078025801	FG-107174



23 Janis Way  
Scotts Valley, CA 95066  
Phone: 831-461-6368

If you have any questions, contact  
Heidi Bartley – Sales Business Manager  
800-777-5677 Extension 6368  
[heidib@thresholdent.com](mailto:heidib@thresholdent.com)

Thank you,  
Kevin Charries  
Quality Director - Threshold Enterprises  
23 Janis Way  
Scotts Valley CA 95066  
831-438-2397  
[kevinc@thresholdent.com](mailto:kevinc@thresholdent.com)

Enclosures:  
[Market Exchange Response Form](#)  
[Product Destruction Form](#)  
[Label Images \(For ease of identification of Product\)](#)



## MARKET EXCHANGE RESPONSE FORM

**PRODUCT:** Source Naturals Melatonin Orange Lozenges (various strengths and sizes)

***This exchange affects specific lot numbers as listed below. No other lots of Melatonin and no other Source Natural products are affected by this product exchange***

Item Code	Description	UPC	Lot Number
SN0706	Sleep Science® Melatonin 1 mg Orange 100 Lozenge	021078007067	FG-106626 FG-106627 FG-107165 FG-108326
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SN0708	Sleep Science® Melatonin 1 mg Orange 300 Lozenge	021078007081	F20051642 FG-106629 FG-107167
SN2580	Vegan True® Melatonin 2.5 mg Orange 60 Lozenge	021078025801	FG-107174

**Please check ALL appropriate boxes.**

- I have read and understand the voluntary withdrawal instructions provided
- I have checked my stock and have quarantined inventory consisting of \_\_\_\_\_ units.

Please indicate disposition of recalled product:

- Destroyed (attach destruction form with photographic evidence)
- Returned (specify quantity, date and method)/held for return

Please check the appropriate box(es) to describe your business:

- Wholesaler/distributor                       Retailer
- Grocery corporate headquarters            Manufacturer
- Other: \_\_\_\_\_

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

**PLEASE FAX COMPLETED RESPONSE FORM TO Fax # 831-438-6430 or Mail/Email to:**

Threshold Enterprises  
Attn: Heidi Bartley – Sales Business Manager  
23 Janis Way  
Scotts Valley, CA 95066  
[heidib@thresholdent.com](mailto:heidib@thresholdent.com)





**Label Images**



**Supplement Facts**

Serving Size 1 Lozenge

Amount Per Serving	
Melatonin	1 mg†
†Daily Value not established.	

Other ingredients: mannitol, sorbitol, stearic acid, natural orange flavor, magnesium stearate, and silica.

Melatonin is produced in humans by the pineal gland. A favorite of travelers, it helps to support restful sleep.\*

**Suggested Use:** 1 lozenge at bedtime. For best results, allow to dissolve in the mouth before swallowing.

Do not use if either tamper-evident seal is broken or missing. Keep out of the reach of children.

STORE IN A COOL, DRY PLACE.

**WARNING:** USE ONLY AT BEDTIME. For adult use only. Not for use by children, teenagers, or women who are pregnant, may become pregnant, or breastfeeding. If you are under medical supervision, or have an autoimmune disease, diabetes, a depressive disorder, a thyroid condition, epilepsy, leukemia, or a lymphoproliferative disorder, or are taking MAO inhibitor drugs or corticosteroids such as hydrocortisone or prednisone, consult your physician before taking this product. Do not take with alcoholic beverages or when operating machinery or driving a vehicle.

\*These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease.

Manufactured for:  
© SOURCE NATURALS, INC. SN0706  
P.O. BOX 2118, SANTA CRUZ, CA 95062 REV I201-B  
www.sourcenaturals.com



**Supplement Facts**

Serving Size 1 Lozenge

Amount Per Serving %DV		
Vitamin B-6 (as pyridoxal-5'-phosphate [Coenzymated™])	335 mcg	20%
Melatonin	2.5 mg	†
†Daily Value not established.		

Other ingredients: mannitol, sorbitol, stearic acid, natural orange flavor, magnesium stearate, and silica.

Melatonin is produced in humans by the pineal gland. A favorite of travelers, it helps to support restful sleep. **VEGAN TRUE® MELATONIN** 2.5 mg orange lozenge does not contain any animal products or animal-derived ingredients, and is non-GMO.\*

**Suggested Use:** 1 lozenge at bedtime. For best results, allow to dissolve in the mouth before swallowing.

**WARNING:** USE ONLY AT BEDTIME. For adult use only. Not for use by children, teenagers, or women who are pregnant, may become pregnant, or breastfeeding. If you are under medical supervision, or have an autoimmune disease, diabetes, a depressive disorder, a thyroid condition, epilepsy, leukemia, or a lymphoproliferative disorder, or are taking MAO inhibitor drugs or corticosteroids such as hydrocortisone or prednisone, consult your physician before using this product. Do not take with alcoholic beverages or when operating machinery or driving a vehicle.

Do not use if either tamper-evident seal is broken or missing. Keep out of the reach of children.

STORE IN A COOL, DRY PLACE.

\*These statements have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure or prevent any disease.

Manufactured for:  
© SOURCE NATURALS, INC. SN2580  
P.O. BOX 2118, SANTA CRUZ, CA 95062 REV I202-A  
www.sourcenaturals.com

