



May 11, 2021

**Our Valued Customers,**

We pride ourselves on doing whatever it takes to craft the best food for pets. That's why we're one of the only manufacturers in the natural and organic pet care industry to own and operate our own canneries. Like many manufacturing companies, we are facing some labor shortages in our production facilities and warehouse in Hereford, Texas. As a result, we have struggled to keep up with the demand for our wet items. We deeply apologize for the frustration our production delays have caused you and your pet parents.

We appreciate your partnership and patience as we strive to deliver on our commitments to you. We wanted to take this opportunity to share an update on the steps we are taking to increase inventory of our premium wet items. Over the next 60 days, we will be prioritizing production of some of our most popular wet recipes for dogs and cats. Our goal is to improve order fill rates for our top-selling items.

To deliver on this, we will temporarily curtail production of select recipes in our portfolio. These items will be out-of-stock as we work to ramp up production as quickly as possible. In the meantime, our team will work with you to identify and recommend alternative items that will meet the needs of your shoppers. Attached, please find a list of the recipes that are temporarily unavailable. We will notify you as soon as we've been able to replenish inventory on these items.

Thanks for your continuous support of Merrick. As always, please reach out to me with any questions.

Sincerely,

A handwritten signature in black ink that reads "Darcy Hagan". The signature is written in a cursive, flowing style.

Darcy Hagan  
Vice President, Sales