

May 23, 2018

URGENT

Re: Customer Instructions – Limited Voluntary Recall of Merrick Backcountry and Castor & Pollux Good Buddy treats

Merrick has announced a voluntary recall of limited date codes of treats under the following brands:

1. Castor & Pollux Good Buddy Prime Patties Real Beef Recipe 4 oz.
2. Castor & Pollux Good Buddy Sausage Cuts Real Beef Recipe 5 oz.
3. Merrick Backcountry Great Plains Real Beef Jerky 4.5 oz.
4. Merrick Backcountry Great Plains Real Beef Sausage Cuts 5 oz.
5. Merrick Backcountry Great Plains Real Steak Patties 4 oz.

These products are being recalled due to the potential that they contain elevated levels of a naturally-occurring beef thyroid hormone.

Attached as Exhibit A is a full list of all products in the affected recall date range. This letter provides specific instructions for identifying and disposing of the recalled products. For your reference, we have attached a recalled product shipment report and a specific list of recalled UPCs for your business. Please check your inventory for any of these items in your warehouses and at retail stores and proceed as follows:

1. Immediately remove all recalled product from sale.
2. Immediately cease distribution of recalled product.
3. Promptly dispose of all recalled product in a safe and lawful manner that ensures the product does not re-enter the marketplace. Please provide documentation of all recalled product disposal.
4. If your facility does not have a means of disposing of the product, please contact your designated Merrick salesperson. This salesperson will help make arrangements to ship the product to our distribution center.
5. Please complete the attached "Return Response" for all recalled product. You will need to process a deduction in your next payment remittance. Upon receipt of the properly completed form, Merrick will process a credit to offset your deduction.

We appreciate your assistance. If you have any questions, please contact your Merrick representative. We also encourage dog owners with product questions to contact Merrick at 1-800-664-7387 for details on this voluntary recall.

This recall is being made with the knowledge of the Food and Drug Administration.

Thank you,

Merrick Natural Petworks

EXHIBIT A
LIST OF RECALLED PRODUCTS

Item	UPC	Best Before Date Range
Castor & Pollux Good Buddy Prime Patties Real Beef Recipe 4 oz.	780872510806	5/1/2017 - 9/1/2019
Castor & Pollux Good Buddy Sausage Cuts Real Beef Recipe 5 oz.	780872510745	5/1/2017 - 9/1/2019
Merrick Backcountry Great Plains Real Beef Jerky 4.5 oz.	022808786160	5/1/2019 - 9/1/2019
Merrick Backcountry Great Plains Real Beef Sausage Cuts 5 oz.	022808786047	5/1/2017 - 9/1/2019
Merrick Backcountry Great Plains Real Steak Patties 4 oz.	022808786078	5/1/2017 - 9/1/2019

Q&A

1. Who should a consumer contact if they have this product?

You can submit for a refund via www.merrickpetcare.com/customerrelations. Or you can reach out to Merrick Pet Care Pet Parent Relations team at 1-800-664-7387 or customerservice@merrickpetcare.com.

2. What should a retailer or distributor do with product I have?

Please follow the directions provided in the customer instructions letter.

3. What products are included?

1. Castor & Pollux Good Buddy Prime Patties Real Beef Recipe 4 oz.
2. Castor & Pollux Good Buddy Sausage Cuts Real Beef Recipe 5 oz.
3. Merrick Backcountry Great Plains Real Beef Jerky 4.5 oz.
4. Merrick Backcountry Great Plains Real Beef Sausage Cuts 5 oz.
5. Merrick Backcountry Great Plains Real Steak Patties 4 oz.

No other Merrick or Castor & Pollux products are impacted. If you have questions, please contact us at 1-800-664-7387

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4. Are any of these products made in China or with ingredients from China?

No. These products are produced in the U.S. with U.S.-sourced beef.

5. Where did the beef in question come from?

This beef was sourced from the US. A supplier provided the beef to a co-manufacturer that we partner with to produce these beef treats.

6. What is the defect that causes the product hazard?

There is a potential that the beef used contains elevated levels of a naturally-occurring beef thyroid hormone.

7. What is the best by date range?

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8. What is the production code range?

Our products do not have production codes, just best by dates.

9. When was it made?

The product has a two-year best if used by date so 24 months prior to the best buy date listed on the product.

10. Where was it made?

This product is made in the U.S. at a co-manufacturer.

11. How did you find out about the defect?

This was brought to our attention as a result of the FDA contacting us after they received one consumer complaint where the dog's health was impacted while eating these treats. The dog's health improved and fully recovered after discontinuing consumption of the treat. We have not received any additional reports about issues with this product at this time.

16. What should consumers do with the recalled product?

Contact Merrick Pet Care at 1-800-664-7387 or customerservice@merrickpetcare.com and then dispose of the product.

17. Can consumers request a refund?

Yes. Please go to www.merrickpetcare.com/customerrelations or contact Merrick Pet Parent Relations at 1-800-664-7387 or customerservice@merrickpetcare.com

18. Where can consumers find more information (i.e., dedicated phone number or website URL)?

Please visit: <https://www.merrickpetcare.com/> or <https://www.castorpolluxpet.com/>.

If you have this product, please go to www.merrickpetcare.com/customerrelations or contact Merrick Pet Parent Relations at 1-800-664-7387 or customerservice@merrickpetcare.com

19. When was your last recall? What other recalls have you had?

In 2011 we recalled a small amount (one lot) of Doggie Wishbone pet treats because they had the potential to be contaminated with Salmonella. We have had no other recalls.

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