

NATURE'S SUNSHINE®

August 21, 2016

Dear Valued Nature's Sunshine Product Customer:

This letter is concerning the complaint of product with illegible or missing lot codes and/ or expiration dates. We take this complaint very seriously and have formed an extensive team at our Spanish Fork facility to investigate this. This team is made up of Quality Assurance, Engineering, and Production.

Nature's Sunshine Products changed from the laser printer to the thermal transfer printer because the thermal transfer printer is the state of the art and a highest quality industry standard and the print is much easier to read for the consumer than the laser lot and expiration.

This was validated by our Engineering team prior to the change. However, we later found that the coating on a very small number of specific labels was not compatible with the special ink used with the thermal transfer printer. Thus some of the print could be rubbed off if a person intentionally tried to remove the lot. The printing did not rub off during transportation or routine handling of the bottle.

We have corrected the problem by checking all labels and verifying what is the optimum ink to use for each one. Due to current inventory in the market, there may be a very small number of labels where the lot and expiration can be rubbed off with extra effort.

Please be assured that each of these products is manufactured at our facility in Spanish Fork, Utah, and the product being sold has not expired. It is still safe and effective.

I apologize if this caused any concerns or questions. Everyone's goal and Nature's Sunshine Products is to provide the highest quality possible. We will continue to strive every day to meet this goal.

Best regards,



Lynda Hammons, Senior Vice President
Global Quality and Regulatory Affairs
Nature's Sunshine Products

SHARING WELLNESS. TRANSFORMING LIVES.