



**ROYAL CANIN**

a division of Mars Petcare



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30 June 2021

Dear valued customer,

## Current out of stocks

We hope that you and your family are staying healthy.

We sincerely apologise for the current out of stock situation being experienced on some of our popular ROYAL CANIN® cat and dog ranges.

This shortage is the result of a few problems that we have experienced:

- Supply constraints on raw materials both locally and overseas; and
- The challenging transition with our new logistic partner, DSV, that has impacted our deliveries to outlets.

To help mitigate the current challenges as mentioned, we are prioritising our local production capacity to provide relief for several key diets. Some products will however remain impacted in the short term while we do this.

In addition, we are rectifying the current challenges with our new logistics partner and continue to work together to ensure we minimize the duration of stock out. Much has already been achieved and we are confident that the deliveries of the stocks to the various outlets will begin to stabilize soon.

Please be assured that our entire team is working as quickly as possible to address and alleviate the situation.

We remain firmly committed to our purpose of serving cats and dogs and really appreciate your continued patience and support during this time.

Sincerely,

**The Royal Canin Team**