



Dear Customer,

As you know, the most important thing to us here at Smalls is the health and safety of cats. That's why we've always taken meaningful measures to make sure our food is both the healthiest and safest it can be. At the end of the day we're cat parents, just like you, who feed our cats Smalls.



It's with that in mind and out of an abundance of caution and love for your cats that we're voluntarily recalling the Chicken Liver Powder (labeled as Diamond Dust), seen above, included in our Welcome Kits shipped between October 9th and March 25th.

If you have not fed your cat the Chicken Liver Powder in the past three days OR if your cat consumed the recalled product and is currently healthy, it is extremely unlikely that you have anything to be concerned about. As is always the case, though, if you notice that your cat is unwell we recommend that you contact your veterinarian. Keep in mind that it is common when switching to a new food for cats to experience vomiting or diarrhea; your veterinarian will be able to advise you.

While we have not received reports of any illness to cats, because we are committed to treating your cats as our own, we ask that you stop feeding and dispose of any Chicken Liver Powder you may still have.

We became aware of the issue after a customer noted that their Chicken Liver Powder smelled like cocoa powder. As soon as we received the product back from the customer, we immediately investigated our inventory and sent samples to a lab for testing. The lab tests showed that the Chicken Liver Powder was not 100% pure chicken liver powder. As a result, the supplier of this product has voluntarily recalled it and we are extending that message to you.

For your peace of mind, we want to let you know that Smalls' food is made at a different location than the Chicken Liver Powder. As a result, there is no concern about our food. We have strict safety procedures in place: each batch is lab tested before being sold, and is produced in a USDA-inspected facility.

As soon as we confirmed there was a concern with the product, we immediately stopped the shipment of all Chicken Liver Powder. In addition, we are taking several immediate steps to further improve our safety standards for the product:

- Hermetically sealing all containers
- Testing each batch of enticement products before shipment
- Conducting an internal review of all quality control processes

We pride ourselves in offering safe, high-quality products. That is why we quickly took the necessary steps to investigate and inform you, our Smalls family, of this situation. We will always put our cats and yours above all else, and we hope to prove that time and again in the future.

We've written an FAQ, which you can refer to here, that goes into more depth on our efforts and provides more detail on the situation. If you have any questions or concerns you can reach us at 503-487-4303 via phone or text, or email us at meow@smallsforsmalls.com. Please keep in mind, that while we will do our best or return phone calls, email and text are generally a faster way for our eight-person team to address your concerns.

Always,

Your Cat Concierge Marv & The Smalls team