



OFFICE 801.769.7800
CUSTOMER SERVICE 801.769.7700
CUSTOMER SERVICE FAX 801.443.3729
COMPLIANCE FAX 801.443.3282

2901 West Bluegrass Blvd.
Suite 110
Lehi, UT 84043
www.naturessunshineproducts.com

Dear Valued Nature's Sunshine Products Customer:

We have completed the investigation concerning the 100 count 40-dram bottles. Multiple items (SKUs) and lots use this specific bottle type. All retentions were pulled by QA/QC and tested. We have also completed the review check of the batch records and original results with minor label issues detected. These minor label ripple waves and label wrinkles were assessed and approved by manufacturing and quality with minor waves of not less than 2-3 waves. With zero wrinkles on the front panel with text and no major wrinkles visible. All other bottle labels were re-worked. We have seen rare minor issues with other bottle sizes and labels but this is an exception.

Engineering, Manufacturing, and Quality have been working with the bottle manufacturing to correct this issue and have taken many of their molding plastic injectors out of service. We have discovered a root cause for the label cosmetic issues. The plastic bottle manufacturer has a 12 cavity molding injector and cavity 8 was identified and not being within the round tolerance. This injector cavity was slightly oval.

NSP has had the bottle manufacturer here on our product lines working with our manufacturing engineers to find a solution to this issue. It has been determined that approximately 25% of the bottles were being rejected. The actual bottle dimension were found to be out of specification. The bottles taper down in size from the top to the bottom being a smaller size similar to a slight funnel shape. The bottle Ovality was also noted as out of round specifications. The actual bottles were slightly oval. The storage and shipping conditions were also determined to be issues. All the bottles laying on the sides during the cooling process flattened and cause oval shaped bottles. NSP manufacturing lines were applying a label to the oval bottles. This is the root cause of the label wrinkles and ripple waves on the top or bottom of the labels. These are not acceptable per NSP standards.

Immediate action was required at the bottle manufacturer for their quality to place a hold and perform an Acceptable Quality Limit's (AQL) audit on all lots produced. Through the 5 why's root cause analysis it was found the molding injector cavities were out of tolerance for the bottles and the would form out of specification upon cooling. All future quality checks will be performed after the cooling process such that bottle shrinkage is included. Verification of effectiveness will also be conducted for future lots to assure quality bottles are produced. Nature Sunshine Manufacturing and Quality will also heighten awareness for future lots to assure the label quality meets our specifications standards.

As second corrective / preventative actions, NSP has started re-branding the RU/UA solid dose bottles. This will include a bottle and label combination change that will eliminate the label cosmetic defects.

We do want to apologies for the inconvenience and defective labels that have been sent.

Best regards,
Brian Gabbitas Director Global Quality Assurance
Nature's Sunshine Products