



August 21, 2018

To our valued customers:

You may have heard that we have recently issued a recall on our products out of an abundance of caution for our beloved pet and human customers. These recalled lots include any lots between #62763 and #63101, inclusive.

At Rad Cat, we are a small, family owned and operated company that specializes in healthy, natural diets for cats. It is our goal and our commitment to you, our customer, to provide the felines of the world with a variety of delicious, nutritionally balanced foods that are convenient and affordable, using only the highest quality ingredients available. We stand by that commitment.

Because we believe in transparency and communication, we want you to know some additional information about this recall. While we are confident that we had already recalled all potentially affected lots in July, we are recalling this additional amount of product out of an abundance of caution. We want you to know you can reach out to us with any further questions at info@radfood.com. There is more information on our website, with a link to it on our home page.

FIRST: There have been no reported illnesses in pets or in humans. While some recalls happen because of reported illness, that is NOT the case here. This recall is simply out of our genuine care for our customers and to be super cautious.

SECOND: The source of bacteria which caused the recall has NEVER come into contact with any of our food products, but did come into contact with some of the drippings. After dismantling the entire piece of equipment in question, down to the motor, we found a small part with a concealed screw. When we dismantled the part, and looked at the screw, it looked and smelled clean ó as it should because it is sanitized daily. And, our equipment have always had negative test results for bacteria in previous testing. However, somehow bacteria were able to get up *inside* the screw hole.

THIRD: We identified and addressed the source of intermittent contamination, fixed it, and have every confidence in our products. While this was a terrible accident, we take full responsibility for what happened and we have worked overtime and invested substantial manpower and resources into identifying the source and removing it, sterilizing our equipment and sanitizing our entire facility. The quality of our products and the health of kitties and their families are top priorities and not things we take lightly. Although we felt confident we had recalled all products potentially affected, we have decided to take this extraordinary measure to pull product off the market that could have a remote chance of being contaminated with even a small amount of bacteria. We have always performed sampling and testing in our environment (and products), which includes all of our processing equipment, floor, drains, and literally everything from floor to ceiling (including the ceiling, actually). And we will continue to do so going forward.

FOURTH: We have already recalled the products that we found were impacted by the screw hole bacteria through testing all of our retained samples. To be clear, there have been no reported illnesses to cats or humans.

FIFTH: We are confident in our products going forward and we hope you will be too. So, how do we know what we're making now is safe? We found the problem and we fixed it. That little screw and ring it screws into come off every single day and we haven't had a positive swab or food sample since. We have taken very aggressive corrective actions to make sure all of the products we are releasing for sale are safe for kitties and the humans who feed them. In fact, we have taken some *extreme* steps:

We had a treatment done in our production area so *all* of our equipment was sterilized. And, we take 150 samples of our packaged product every single day. We have also decided to implement High Pressure Processing to our venison and lamb varieties.

FINALLY: Our commitment to the health of kitties and safety of our products has always our first priority and this recall is a testament that commitment. Our sanitation has always been exemplary. We have never, ever had a sanitation violation. In fact, we were complimented by federal inspectors on the cleanliness of our facility. We also have never had any sanitation violations from our Oregon Department of Agriculture inspectors or from USDA APHIS when they come to inspect us (and we can prove it). We have always had great people that care about what they do and we take pride in having a spotless facility.

MOVING FORWARD: While it is heartbreaking to see the products we love and are so proud of be recalled, this experience has helped us double down on our commitment to you, our customers... We are so very sorry for the inconvenience we know this will cause for our customers and their kitties for a short time. We value you greatly and have Rad Cat ready to replace these Lots! We are honored to share our products with our feline familiars and wish every cat, dog, ferret and their people long, happy, and healthy lives.

If you would like more answers regarding this recall, please visit our website at www.RadFood.com, send us an email at info@RadFood.com, or call 877-567-3001.

XO,
Tracey and Janice