



To our customers:

Many of you have asked if we check for the contaminant Melamine in our products and in general about ingredients that come from China. Since 2000, we have been certified to Good Manufacturing Practices (GMP). Part of what this means is that we audit our vendors and test ingredients according to set specifications to ensure the safety and quality of our products. This is a top priority of ours.

We have been on top of the pet food / Melamine story since it broke. Our wheat gluten is produced in the U.S. from North American wheat. Our rice protein does not come from the tainted sources in China. Never-the-less, we have tested our rice powder at an independent lab using a powerful analytical method, with no Melamine detected. Our products are not contaminated with Melamine. Our ingredients are safe for consumption.

Some of you have asked about ingredients from China. We source ingredients from all over the world; however most of our ingredients are grown and processed in the U.S. The most important considerations are that our ingredients are safe, meet specifications, and are not adulterated. Although today the focus is on specific ingredients from China, problems can arise even with U.S. produced ingredients. The issue is thus not the country of origin, but the safety, quality and integrity of the entire supply. Bad ingredients can and do come from anywhere. The only sure solution is to have a strict program in place to test ingredients before they are used in foods and supplements.

At NOW Foods we have in-house state-of-the-art chemical and microbiology testing facilities. We are on top of ingredient issues facing our industry and focus our testing on those issues in addition to the day-to-day product testing required by our GMP certification. Our testing is based on USP, AOAC, and other official or published methods. We audit our suppliers, which includes visiting facilities where ingredients are processed to examine the protocols for ensuring safety and quality. We are founding members of the Natural Products Association-China, a new organization that is in the process of setting up a testing facility in China, so that we can test and certify ingredients before they are shipped to the U.S.

We take our food supply chain seriously and have programs in place to anticipate and guard against ingredient problems. We have invested millions of dollars in equipment, capabilities and technical and professional expertise. We do our best ensure you get the safest products possible.

Please contact me at michael.lelah@nowfoods.com if you have any questions. I'll put you in touch with our expert chemists and nutritionists who will answer your questions.

Sincerely,

Michael LeLah, Ph.D.
Technical Director
NOW Foods