

Petmatrix, LLC

Chinese Chicken Jerky Information

Customer Service Fact Sheet

- 1) There is **NO recall** of any Chinese made pet products and certainly **NOT** of our products (SmartBones and DreamBone).
- 2) While our products **do not contain Chicken Jerky** and are not associated with the recent announcements, the **FDA** has tested thousands of chicken jerky samples and has not found anything that could cause any illness.
- 3) All of our chicken is prepared in **sterile** conditions and **cooked twice** to insure absolute safety.
- 4) SmartBones and DreamBone have **NEVER** been identified as being responsible for any illness.
- 5) Our products are made according the strictest **FDA standards** and every batch is tested multiple times to insure safety.
- 6) We have our own team of **Quality Control** scientists at the manufacturing locations and each batch must be approved by our Chief Science Officer in the U.S. before they are released.
- 7) **Ingredients** are analyzed before they are received into the manufacturing facility.
- 8) **In-process** testing is done at multiple locations during manufacturing.
- 9) **Finished products** are tested in **Asia** before being released and again when the shipment reaches the unloading ports in the **U.S.**
- 10) We developed and tested our products for **over 2 years** before we sold our first product.
- 11) Our products have been fed to literally **millions** of dogs, including our employees' own pets.
- 12) **Over 95% of all pet food and treat** recalls over the last 6 years have been on domestically made products.