



March 15, 2013

Mr. Tim Heise
Trace Elements
VIA E-MAIL

Re: QC 113053063, Item 84132, Lot 2253912

Dear Tim:

Thank you for your continued interest in our products. As a valued customer, we apologize for any inconvenience you may have experienced with your product, Magnesium Plus. Our Quality Assurance department was made aware of your concerns with the appearance of the tablet and reviewed our batch records, master manufacturing records, and test results. This product met specification and had passed all testing prior to shipping. As you know, this product contains magnesium. During the tableting process, the force generated to compress the minerals in the tablet may produce light gray or streaks on the tablet, which can cause the tablet itself to have a gray to black color. Since no artificial colors are added to the product, one is able to see the normal color of the tablet after the tableting process. Please note, this does not affect the integrity of the product. Again, we apologize for any inconvenience. Our Quality Control department continually monitors incidents like these to ensure that you, our customer, receive the highest quality product available. HVL goes to great lengths to ensure unparalleled quality. We appreciate your business and look forward to providing you with your future supplement needs.

Sincerely

Technical Services