

Dear Valued Business Partner,

Early Tuesday morning Pet Food Experts began experiencing technical difficulties, which resulted in a disruption to certain internal computer systems and our ability to provide service. As a result, we had to temporarily pause all order processing and customer deliveries. This is not the PFX experience we aim to deliver, and we share your frustration.

We are working closely with internal and external specialists to address the situation, conduct a thorough investigation into the source of the disruption, and restore the impacted systems to secure full functionality. We have full confidence in the teams working tirelessly around the clock to restore our operation and serve you.

In the meantime, here are a few things you should know:

- Expect delivery disruptions into early next week.
- Check the Systems Status page on the PFX website for timely updates when more information becomes available.
- Connect with our PFX Live Chat Representatives should additional questions arise.

We know you expect the best from PFX – and you should, and I want to apologize to everyone who has been impacted. Pausing our deliveries is always PFX's last resort. It's not only difficult on you and your customers, but it's also hard on our people, who truly want nothing more than to take care of you. Please know that all of us at PFX are committed to delivering the service and reliability you have come to expect from us. With grit and determination, our team has overcome numerous challenges, and you have my commitment that we'll continue to take care of you as we work to deliver the seamless experience you expect from PFX.

Peace,

Michael Baker
President & CEO



**PET FOOD
EXPERTS**