



Hill's Pet Nutrition Pty Limited

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2nd December 2021

Update - Hill's ongoing supply shortages

Dear Valued Customer,

Firstly we would like to thank you for your ongoing support and patience over the recent months.

Without doubt it has been a very frustrating time for you, having to navigate stock supply shortages across the Hill's range of wet and dry diets.

Despite our best efforts to avoid future disruptions, we were recently advised by our freight forwarders that several shipments scheduled to arrive in December have been delayed.

The delays are due to the continued, severe disruption at US ports, where we source the majority of our stock.

The result of these delays is that we will see an increase in the number of products which will have limited availability in the short term.

Our CS & L and Customer Development teams will work closely with you to help manage stock supply and minimise the impact to you and your customers.

We have been and continue to work on a range of options to increase supply, some of which have already been actioned and others will be implemented as soon as possible.

We apologise for the inconvenience and ongoing disruption this has caused and we thank you for your continued support and understanding.

If you have any questions, please contact your Hill's representative or myself

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Customer Development Associate Director
Hill's Pet Nutrition, Australia