



Essentials for everyday care

28 April 2008

Ref: 12034

Dear Customer,

**BIP Products**

I am writing further to Orion's letter to you of 11 February 2008, regarding the supply of these products.

Regrettably the problem has not been resolved at this time, and Orion is still trying to find a supplier of the required materials that meet the necessary quality certification.

We understand that the lack of availability of these products is an inconvenience to you and we do apologise for this.

We will continue to keep you informed about the status of these products.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'E Macpherson', written over a faint yellow circular graphic.

**Eileen Macpherson**  
**National Sales Manager**