Together, beyond animal health

8 March 2024

Dear valued customer

As you may be aware, Prozym dental sticks have recently changed.

In the most recent formulation, a colouring agent has been changed – the sticks are now brown in colour, instead of the previous white colour. Apart from the colour change, the formulation remains the same.

You may also notice that the surface of the stick is not uniform in colour or texture, for example some may have white patches, and a rough feel or appearance. This is completely normal and is not a cause for concern.

The white powder forms from the standard ingredients as part of the normal manufacturing process – it is not due to bacterial or yeast contamination. Some batches contain more visible powder than others, however it does not affect the quality or palatability of the product and is not harmful for dogs to consume.

Please see the new product and packaging below, for your reference.



If you require any further information, please telephone Ceva Animal Health on 02 9652 7000 or email customerserviceau@ceva.com

Sincerely

Ceva Animal Health

Ceva Animal Health Pty Ltd
11 Moores Road - Glenorie NSW 2157 - Australia
Postal Address : PO Box 147 - Glenorie NSW 2157
Tel : +61(2) 9652 7000 - Fax : +61(2) 9652 7001
www.ceva.com.au
ABN 54 002 692 426