

October 2010

## Testimonial

for

**Farm-living Westie - Demodex mite, severe skin issues since a Puppy (5 years), repeated Fox Mite attack, extreme itching & hair loss, upset tummy**

using

***Ruggle-it*, Omega 3-rich Salmon Oil, Protexin Probiotics**

[**ZOOM NOTE:** To clearly see this text, please use the '+' keys on the top of this screen to enlarge it to 100% or greater]

All [REDACTED] areas are text/names/descriptions that may contravene Veterinary Medicines Directorate regulation; text within [] has been inserted by this office.



December 2009



August 2010

### Part 1 of 4 – Mac's Success & Bravery are Rewarded...

**From:** Toni  
**To:** Ruggles & Stopitall Ltd  
**Sent:** Monday, October 11, 2010 9:15 AM  
**Subject:** Mac

Hi Karen,  
Please find attached pics of Mac **before and after** we started him on **2 x daily pumps of your Salmon Oil** & his **daily Protexin Bio-Kult Probiotic** capsule & regular **baths in your Ruggle-it shampoo** which leaves his skin feeling soft & supple.  
Feel free to use any details of my corresponding e-mails to you.  
Thank you once again for your time and help in getting Mac on the road to recovery.  
Speak soon Karen.  
Toni from Berkshire

....pto



Part 2 of 4 – In the Beginning  
Mac's History of Struggle  
14 December 2009

**From:** Toni  
**To:** Ruggles & Stopitall Ltd  
**Sent:** Monday, December 14, 2009 8:24 PM  
**Subject:** Re: Toni - your Ruggle-it enquiry for your Westie

Hi Karen.

Thank you for taking the time to reply to my e-mail. It is quite a long story with Mac.

We have a 5yr old male Westie who for **most of his life** has suffered from [redacted] **[fox mite attack on skin]** outbreaks.

We have now come to the conclusion that it all started soon after his [redacted] **[defence boosters]** as a puppy, and his **immune system was compromised.**

They have tried numerous spot-on treatments, shampoos, creams, and done skin scrapes and had [redacted] **[taken lumps of skin for tests].**

He showed **Demodex mite** and the spot-ons had no effect, if anything they made him worse.

The end result is still a **patchy/bald dog and skint owners!!**

The **itching and scratching drives him and us to distraction** and at this stage we are **desperate to find something that works.**

I have spoken to people who have gone down the [redacted] **[very strong treatments]** routes and got nowhere and if i could help him by a more natural means i would be much happier.

I will try and get back early tomorrow to ring you, (we are in and out all the time as we work on a farm) and look forward to discussing it with you.

Thanks, Toni.

Part 3 of 4 – 15 days later  
3 January 2010

**From:** Toni  
**To:** Ruggles & Stopitall Ltd  
**Sent:** Sunday, January 03, 2010 5:56 PM  
**Subject:** mangey mac!!

Hi Karen,

I just thought I'd just let you know how we are getting on with Mac (demodex case).

**The change in him has been immense.**

Within a **couple of days of starting him on the probiotics and salmon oil** he seemed much more like his old self again which was lovely and really gave us hope of helping him this time.

He had **3 shampoos in the first week and that really seemed to settle him down**, yes he still has his itchy moments but **it's nothing like he used to be** and we have to be realistic I know.

He is due another shampoo in next couple of days. His **skin seems so much more supple and a lot less flakey**, and his **poo is now normal which is a huge bonus** ( I am chief poo picker!!).

....pto

**We are so impressed with the upturn in Mac** that I will be in touch really soon to put another order in with you, and I am going to put our **older dog onto salmon oil too** (he's 12 and i think it will be good for his joints), would he benefit from probiotics as well?  
Looking forward to speaking to you soon,

Toni & Mac.

#### Part 4 of 4 – April 2010

**From:** Toni

**To:** Ruggles & Stopitall Ltd

**Sent:** Tuesday, April 13, 2010 8:37 AM

Hi Karen,

Just a quick note to thank you once again for a **fantastically quick service and for everything arriving in one piece which seems a very rare occurrence these days!!**

Ted and Mac said thank you very much for the **salmon treats**, **I couldn't understand why they were so interested in what was in the box this time, then all became clear!!**

**We are so pleased with Mac's progress, it's so exciting to see his fur growing back and to see his character shining through once again.**

We would be happy for you to use his story in your promo's and testimonials, (Toni & Mac from Berkshire!!).

**I will sort some photo's out for you and hopefully we can help someone in the same situation and let them know there is light at the end of the tunnel and never to give up.**

Thank you once again Karen,

Toni, Mac and Ted. x



Many thanks to **Toni** for taking the time to write this story & well done Mac for being so brave!

**Note:** Whilst we are hugely grateful for all the telephone feedbacks we receive on our products, only ones received in writing will be considered for inclusion on this web or as part of any PR...so that readers have peace of mind that we're not making this up! All quoted testimonials can be viewed at our offices.