

December 2009, April & December 2010

Testimonial for *Ruggle-it*, Probiotics & Feeding advice for  
Elderly Horse struggling with  
a) Knee Scabs (Mite damage), b) Muddy Environments for legs, c)  
struggling immune system, and  
d) itchy Labrador dog

[**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.

Part 1 of 3 – 2009

Part 2 of 3 - Updated @ April 2010

**From:** Andrews, Mrs C  
**To:** Ruggles & Stopital Ltd  
**Sent:** Monday, December 14, 2009 8:59 PM  
**Subject:** I saw your website...

Hi Karen,

I ordered a shampoo and oil set of Ruggle-it recently [22/11/09] for use on my horse who is 23, he has had bad mud [REDACTED] [issues] for the last 3 years [partly caused by prior mite damage].

I have had to call the vet each year. His mud [REDACTED] [issues] started this year just as i was going away for 5 days. As your stuff arrived when i got home i started [REDACTED] [using it].

the small areas on each foot cleared up almost immediately and i have been able to continue turning him out in the wet and muddy field without the [REDACTED] [issues] returning.

He also had a nasty patch behind each front knee [Mallanders] which i have kept washing with the shampoo every few days and applying the oil once a day, finally this has cleared up too, this would normally have involved at least one visit from the vet and a set of [REDACTED].

I did take your advice and put him on probiotics too and think this has had an impact too, the shine on his coat is incredible.

[on 1/4/10 Mrs Andrews wrote: I am old enough to be cynical and think that maybe his issues just cleared up anyway, but interesting that we were about halfway through your Protexin probiotics tub & I appreciate it will have taken time to perk up his immune system. He'd been on a different probiotic when we had all the troubles....but I now know which probiotic I'll be buying in future!]

Thanks for this marvelous stuff,

Yours  
Mrs Andrew

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### Part 3 of 3 – December 2010

----- Original Message -----

**From:** Andrews, Mrs C

**To:** Ruggles & Stopitall Ltd

**Sent:** Sunday, December 19, 2010 10:43 AM

Hi Karen,

Just thought I would write and let you know how Bob is getting on this winter.

Last year he had **Mallanders and mud** [issues] which I treated with your **shampoo, oil and fed him your probiotics** which helped clear things up a great deal.

Over the summer I started Bob on the simple feed system *[we recommend this feeding system as about the most ideal for horses kept in 'captivity'! See our DIET page [www.karenruggles.co.uk/ruggleit\\_pages/ruggleit\\_diet.htm](http://www.karenruggles.co.uk/ruggleit_pages/ruggleit_diet.htm) ]* which brought out a beautiful shine on his coat.

This Winter I have **not needed to feed probiotics**. I also rub on your oil every few days which really helps. I have also learned **not to pick** at the waxy secretion as this is how the **skin gets broken and then causes problems**. Hooray, we live and learn!

As for mud [issues], Bob has **full feather on all 4 legs and looks great without a whiff of mud** [issues] – touch wood.

So pleased to keep Bob healthy and happy at 23.

**We also bathe our itchy Labrador in your shampoo which he finds very soothing, and have found your advice on feeding dogs very helpful.**

Thank you for your help and advice,

Yours

Caroline Andrew from Swindon

Many thanks to **Mrs Andrew** for taking the time to write these feedbacks.

**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.