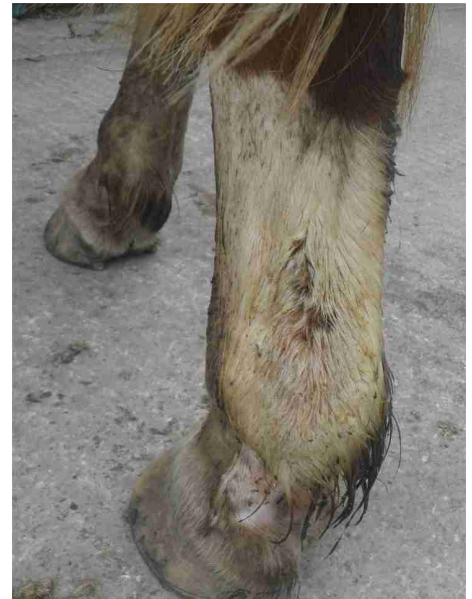




Above – Tippy



Above - Winston



March 2014  
+ Updated February 2015

## Ruggle-it & Probiotics Testimonial for Equine Mud Issues & Mystery Skin Bumps

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

Text within [ ] has been inserted by this office.

### Part 1 of 5 – Tippy's Issues & History – June 2013

**From:** Jane, J - Conwy  
**Sent:** Sunday, June 23, 2013 3:25 PM  
**To:** Ruggles & Stopital Ltd

Hello Karen

I had your ruggle-it shampoo and oil recommended to me by a friend last winter when I was trying to [redacted] [deal with mud issues] without much success.

I bought my 18 hand chestnut irish draught 16 year old gelding "Tippy" at Christmas time for hunting, he had previously been a fantastic steady hunter but had not been ridden for a year and needed to get fit.

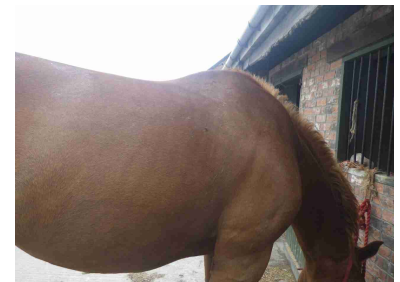
I bought him and started the fittening process.

He came to me with [redacted] [mud issues] (or what I assume is because I have never touch wood experienced it before in my 20yrs of keeping horses)

There were the crusty [redacted] [areas] around the heel and fetlock area on all his legs (3 white socks and 1 chestnut)

I firstly went with the vets advice of [redacted] [commonly suggested cleaning liquid] and then dry and leave clean. This did not stop more crusty [redacted] [areas] forming and very soon he was hopping on 3 legs.

Then I tried an old hunting [redacted] [suggestion – method] I was told about - pig oil with sulphur in, this did a



lot better but didn't seem to be clearing the deep cracks in the creases of the fetlocks.

Then my friend told me about **your products** so I ordered a starter pack [April 2013] and started the routine as per your instructions using the dilute oil process. [R&SL comment – normally for mud issues, by closely following our Mud Planner it is the **shampoo** and then the **neat oil** used individually which offer the most likelihood of success...but Mother Nature is demonstrating here how flexible She can be even if we ad-lib a bit!]

The [puffiness] went down and the cracks slowly began to [recover], I did however notice a secondary [issue]. The oil was [appeared to be] bringing out **lots of black gunge** from the skin almost as if there had been mites that were now being removed with the oil. In a short space of time **all puffiness from the fetlocks went down completely** and the oil was [appeared to be] bringing out less of the black and becoming clearer - **great I was delighted.**

Then out of the blue not following any injury or incident two hard black [crusty areas] about the size and shape of small peas **appeared** on the outside of one of his hind pasterns. I began daily putting neat oil on these [crusty areas], **not picking them** [excellent as with Ruggle-it, if we pick recovering skin, Mother Nature throws a strop as it undoes all her great recovery work!] but just applying the oil. The whole area now has become crusty cracked and [irritated] (I have been putting the oil on daily I think for about 2 weeks). [R&SL comment – daily application of the neat oil it usually too much, hence by following our Mud Planner which uses a slower routine, the skin then works **with** the oil rather than sometimes feeling 'hassled' & then protesting! But it is **excellent that Jane contacted us** for help...as we could then tweak her routine a little to help Tippy & her get back on track.

We appreciate Mother Nature's Ruggle-it gift is extremely unusual, so we are very much here to help with queries rather than owners just abandoning the product.] I would welcome your advise.

Two of the photos relate to a different issue you may be able to help me with. He has developed a number of **lumps/hives** just down from the withers on **either side where his saddle goes**. I do not know what these are. They do not have a head on them, they do not burst or seem itchy, they are just there on the surface of the skin. Again any advice would be very welcome

Kind Regards

Jane J.

### Part 2 of 5 – Interim Update – July 2013

**From:** Jones,J - Conwy

**Sent:** Wednesday, July 17, 2013 5:41 PM

**To:** Ruggles & Stopital Ltd

Hi Karen

Just to let you know Tippy's [crusty] leg has **cleared up a treat**. There are a few dry patches but on the whole it has gone now so I am leaving it alone (very hard for me I find it difficult to resist administering & picking). [ 😊 ]

They are **both thriving** on the **probiotics** [our Protexin Equine Gut Balancer] and I am almost there with placing my first feed order with Simple System [excellent news as it's 100% free of the dreaded molasses, chemical preservatives & cereals – it's mostly Alfalfa based] but have just been away for 6 days riding in the Peak District (Derbyshire) with Jack.

I will keep in touch

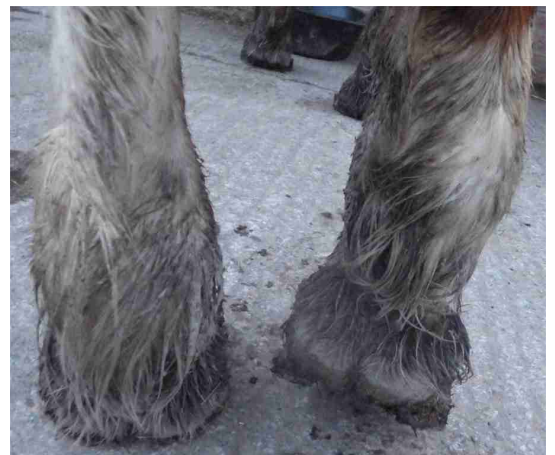
Kind Regards

Jane

### Part 3 of 5 – Update – March 2014

**From:** Jane,J - Conwy

**Sent:** Tuesday, March 18, 2014 3:26 PM



To:Ruggles & Stopital Ltd

Hi Karen

Thanks very much for the **very prompt service** my parcel arrived at 9 am this morning.

I thought I would let you know how **pleased I am with your products**. I think you may remember I needed to speak to you last winter/ spring because Tippy had **such painful and persistent** [redacted] [mud issues]. This winter [2013-14 - the **wettest in British records!**] I have used your products and have avoided the [redacted] [mud issues]. This is how I used the products in case it may help anyone else.

I hunt my horse and therefore find it hard to avoid mud also I like to turn out every day [excellent as it's important for horses to get out 'in the elements' – as Ruggle-it does NOT require legs to be kept dry, Mother Nature's products allow horses to carry on as normal!]. This winter I have left legs alone for the most part of the week [see photo](#). [See previous page - Tippy's lovely muddy field legs!]

The night before hunting that would be either a Monday night or a Friday night sometimes both, I would clean all the mud off, firstly with a hose and then thoroughly clean using your shampoo and my hands, no brushes or harsh sponges. I would towel dry them [R&SL comment – drying is not actually necessary with Ruggle-it. But if done, it's ideal to very gently just dab the drips so as not to risk irritation by 'rubbing'] and leave them clean overnight in the stable. I would then go hunting with clean legs.

On my return from hunting I would hose the mud off again and then thoroughly shampoo again as before. Then towel dry and apply the dilute oil mixture [as mentioned earlier we'd normally recommend the neat oil so that it's not washed off in rain or mud...but Thank You Mother Nature for being so flexible & helping Tippy and Jane with 'their own' way of doing things...we celebrate it!].

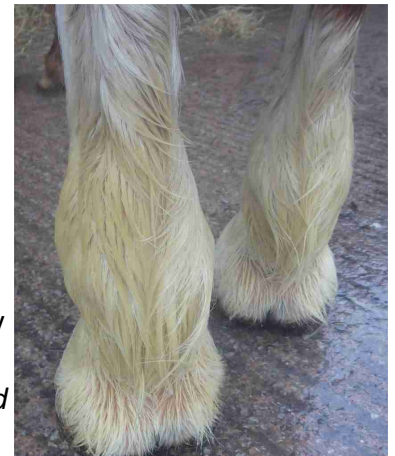
[See next photo](#). [Jane's diluted oil mix (see photo above) is using good amounts of Ruggle-it oil in her mix, hence it 'grips' to the skin well] This would then be left like this until the night before the next time I would go hunting.

Tippy and I have done **23 days hunting this season** and he has been **turned out in the field every day**, the [final photo](#) shows his legs as we were about to leave the yard for our final day's hunting last weekend

**Rather good don't you think** when you compare the photos I sent last year!

Many Thanks

J x



#### Part 4 of 5 – Skin Update – March 2014

From: Jane,J - Conwy

Sent: Friday, **March 21, 2014** 8:02 AM

To: Ruggles & Stopital Ltd

Hi Karen

Yes you are right, I have saved lots on vet bills this year, last year Tippy also had **little pimple type lumps** under his saddle. **This year no lumps!**

Jane

See PTO for... **Part 5 of 5 - February 2015 update**

**Part 5 of 5 – Update – February 2015**

**From:** Jane,J - Conwy  
**Sent:** Monday, February 09, 2015 11:39 AM  
**To:** Ruggles & Stopitall Ltd  
**Subject:** Re: Jane J - Tippy - Showing Journal - photos

Hi Karen  
Yes hunting is fantastic! My **two boys** are going as well if not better than any in the field. [Winston (photo on the right was taken early Feb' 2015) joined Jane in October 2014 to share the 'load' with Tippy.]



We have **no** [redacted] [mud/lower limb skin or mite issues] thanks to your wonderful products. [Photo on right is Tippy Hunting in 2014]

I have **religiously followed** my preventative procedure as developed last season:-  
That is on the hunt morning legs get washed and shampooed with your Ruggle-it shampoo, then on return from hunting washed and shampooed with your shampoo again and then treated with the dilute Ruggle-it oil mixture (DIL) and left until the next hunt day.



*[R&SL comment: for mite prevention the above is brilliant. Normally to keep mud issues (rather than mite issues) at bay it would just require some neat oil as well on the pasterns/susceptible areas..but hey, Mother Nature has clearly shown Jane & her boys that adaptation can work just as well...]*

*Way to go "Team Jane J" with 8 x happy legs & not a chemical in sight nor any faffing about with keeping legs dry!]*

I have encountered a few [redacted] [small crusty areas] but they have always **disappeared** by the next time.  
I also shampoo the **under side of the horses tummies** and apply with oil mixture if we have had a particularly slurry orientated splashy day!

As predicted having my **two lovely boys** have hardly **missed a day** and it is me that is exhausted! 😊

Best Wishes  
J



Many thanks to **Jane J from Conwy** for taking the time to write & photograph Tippy's 'journey' from **2013 to 2015** (and now also help protect Winston) with 'gentle methods'.

**Note:** Whilst we are hugely grateful for all the telephone feedbacks that we receive, only ones received in writing and approved by the client for publication will be considered for inclusion on this web or as part of any PR. Then readers have peace of mind that they are not 'manufactured in-house' at R&S Ltd! All quoted testimonials can be viewed at our offices.