

Dear LakenUSA and ReusableBags.com Customer,

It has come to our attention that LakenUSA bottles with our old lining have been inadvertently shipped to ReusableBags.com, and may have in turn been shipped to consumers such as yourself. This is of significance because the old lining does contain a trace amount of BPA and the bottles had been represented on Reusable Bag's website as BPA Free. We are working hard to identify the bottles with the old lining that shipped to ReusableBags.com Customers and replace those free of charge.

We apologize for this inconvenience, and our goal is to make replacing an old bottle as simple and easy as possible.

To identify which lining you have, we have made a simple reference sheet with images and descriptions of the two linings, and have made this and other supplemental information available to ReusableBags.com as well.

Not sure which lining you may have?

Please shoot us an email with an image of the inside of your bottle to our customer service department, [**support@lakenusa.com**](mailto:support@lakenusa.com) and we will help you with the identification as quickly as possible.

LakenUSA is committed to a transparent dialogue about our product with our consumers and retailers. We have been committed to such transparency specifically regarding the content of our linings. However, the inventory mix-up with ReusableBags.com caught us by surprise and we want to be open, honest, and make it easy for you to drink from a certifiably BPA free bottle.

We very much appreciate your help with identifying your bottle's lining and I would like to again offer our apologies for any inconvenience.

Please find enclosed instructions for contacting ReusableBags.com or LakenUSA to arrange any needed exchange of bottles with old linings.

Thank you and best regards-

Greg Garrigues

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