

# *Breathe Right*

January 12, 2005

Mr. Rusty Lucas  
P O Box 422  
Sandusky, OH 44871

Dear Mr. Lucas,

Thank you for your valuable input regarding Breathe Right nasal strips. We are very sorry that you had an unpleasant experience using the product.

The skin irritation you referred to can occur with the use of bandages or cosmetic products that use adhesive. Whether an individual experiences "stick-ability" problems or not, may depend upon external environmental factors such as weather conditions (heat; humidity, etc.) or air pollution; or skin factors such as skin moisture or oil content, skin thickness and elasticity, exposure to sun, etc. These conditions change daily and will impact how the nasal strip adheres to your nose.

I have listed some tips below that may make the removal process easier and may reduce or eliminate the reaction you experienced with the nasal strip:

- Fully saturate or wet the strip with warm water before removing; you can do this while washing your face, showering or bathing
- Always remove the strip slowly - loosen the ends, then gently lift from one side or both sides. If your skin is sensitive, try placing a drop of lotion or a piece of facial tissue under the center part of the strip or on the bridge of your nose prior to application.
- When removing the nasal strip, any lotion containing lanolin, applied directly on the nasal strip will help to break down the adhesive for easier removal.

Again, thank you for your comments. Please accept the enclosed with our compliments. If we can be of further assistance, please feel free to contact us again.

Sincerely,

Stacey Lewis  
Consumer Affairs Representative

Encl.

Ref. # 7000274370