

February 2009

Ruggle-it Testimonial
for
Long-standing Itchy Paws & Ears on 4 Tibetan Spaniels;
Cereals & Rice issues

[**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.

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

From: Mrs DZ

To: Ruggles & StopitAll

Sent: Tuesday, February 03, 2009 1:25 AM

Dear Karen

Further to my telephone call just before Christmas reporting on the progress of our "four boys", herewith the latest news after eight weeks into their new regime [*Ruggle-it semi-solid salve, shampoo, probiotics*].



L-R Beau, Ming, Lhasa, Rishka (2nd from right), Chan

- **MING - eldest 141/2 has shown great improvement.** There has been irritation and redness for a long time on his ear flaps and immediately behind his ears as well as his paws. The skin on his **ears is now normal** and the **hair is already growing**. He **does not scratch or shake his head** and is full of beans.
- **LHASA - who is 10 also shows great improvement.** The skin behind his ears is normal and only has a occasional lick of his legs. He too is more lively.
- **CHAN - is 6 and has always been the best of the four.** He is A1, ears, paws and his coat are looking lovely. He acts like a puppy.
- **BEAU - is 4 years old and was definitely the worst.** Paws and legs very itchy and his tummy. He is pale cream in colour and has sensitive skin. I think he is interesting and has given us the **vital clue. He is very much better. Skin normal on his tummy and coat grown quite thick and also his legs.** There have been times when he has not touched his paws, perhaps for a few days and then 2 or 3 days when he licked them and occasionally would bite the tops. This puzzled me until I realised that it was when he had eaten the [REDACTED] salmon food that this happened. On checking the **ingredients I noted it included rice**, which is the one cereal that has been contained in their foods for years. **I discontinued feeding it and after only one week the paws are showing improvement.**

I am now convinced rice has been the root of the evil. They are still happy with James Wellbeloved **cereal [& rice] free** foods [*Turkey & Vegetable*] and as a treat I have discovered that **Denes** still make a chicken/tripe tinned food **without rice**, being the original formula handed down from Buster Lloyd Jones.

I know this information will be of interest to you and I cannot tell you how grateful I am that you [REDACTED] [*identified*] the cereals were at fault and gave so much help. It is wonderful to see them so contented and not licking and scratching.

With thanks from four special Boys

Kind regards, D

Mrs D Z, Liverpool.

Many thanks to **Mrs DZ** for taking the time to write this very detailed feedback.

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.