



Dear Candle Science,

At EcoSoya Brands, we put the highest priority on producing products that you and your customers can depend on. Our Quality Control process involves: 1. Testing raw materials when they arrive ensuring they meet our quality standards; 2. After the blending production process we test the wax for composition and create the Certificate of Analysis; 3. We then make candles from the batches produced and test for performance and aesthetics. When the wax passes all 3 phases, it is released for sale and shipment.

Over the last few months we have received a key raw material for CB-Advanced Soy that has been inconsistent and does not meet our performance standards. The inconsistency of this raw material affects our product, CB-Advanced Soy. Due to this situation, EcoSoya Brands, LLC will not release a product into the market that does not meet our high-quality standards. As such, we have put a temporary hold on production of CB-advanced Soy.

We, along with our supplier and manufacturer, are working on a resolution to ensure our quality is being met and you get the product you desire and deserve. We have implemented corrective steps and procedures which will be tested in approximately three (3) weeks. At that time, we will have more information regarding the manufacturing and fulfillment dates for CB-Advanced Soy orders. Our goal is to have this resolved as expeditiously as possible.

We understand that this will cause disruptions in your, and your customer's businesses, just as it is affecting ours. We will keep you informed and let you know immediately when CB-Advanced Soy is back in production and ready for the market. Thank you for your understanding and your continued support of the EcoSoya Brand.