

December 28th, 2015

Mr. Leonid Snegirev
"Patex", LTD
214000, Russia, Smolensk, Nakhimova 33, 178

Dear Mr. Leonid,

The purpose of this is to convey to you our explanation with respect to the unpleasant odor on our latex bedding products.

I would like to confirm that the odor is the result of a freshly-produced latex product being kept in closed space for too long. If the customer finds it unpleasant to sleep on, it is recommended not to put the mattress inside too many layers, try leaving it with open-air as much as possible. The odor should disappear completely after one month the latest.

On the other hand, the odor is actually the natural smell of latex, which has absolutely no harm to the sleeper.

The odor on latex products of Lien A has been well-tested by ECO Institut and reported with the odor intensity within the safe limit.

Please keep in mind that your satisfaction is our top priority. I assure all raised concerns are given serious consideration.

Yours sincerely,



Nguyen Thanh Vu
Director, International Business Department