







**08/13/2018**

**Tips for differentiating counterfeit from authentic Nutramax Laboratories Veterinary Sciences, Inc.'s products.**

1. We want consumers to know that counterfeiting is a global problem and pet products are no exception.
2. Our latest press release urges consumers to return counterfeit pet dietary supplements sold by unauthorized resellers on Amazon.com. [Read our press release here.](#)
3. If your answers to the following questions are "Yes", there is a high likelihood that the Provable®, Cosequin®, or Dasuquin® product you purchased is counterfeit:
  - Did you buy the product online from Amazon?
  - Did your order details say it was "Fulfilled by Amazon"?
  - Did the order detail list any of these names as the "seller"?
    - Pegato Big Save LLC
    - Pets Care Center
    - Pet Health Shop
    - HUCrety
    - MNishanfk
    - Valentine-Goods
    - Pet-healthline
    - HongJian Zhou

## WHAT TO LOOK FOR:

DASUQUIN®	COSEQUIN®	PROVIABLE®
As shown below, the counterfeit DASUQUIN® tablets are less uniform in shape, have edges that are rounded as opposed to sharp, and exhibit a degraded appearance (may even be broken) and different color when compared to the genuine DASUQUIN® tablets.	As shown below, the counterfeit COSEQUIN® tablets are less uniform in shape, have edges that are rounded as opposed to sharp, and exhibit a degraded appearance (may even be broken) and different color when compared to the genuine COSEQUIN® tablets.	You can see several differences from genuine PROVIABLE® packaging. Specifically, the label on the genuine box (below left) reads “FOR DOGS <b>AND</b> CATS,” while the label on the counterfeit box (below right) reads “FOR DOGS <u>D</u> CATS.”  Also, the probiotic powder contained in Nutramax’s genuine PROVIABLE® capsules is white in color; however, the powder found inside of the counterfeit PROVIABLE® capsules is brownish-orange in color.
 <p>Genuine DASUQUIN (Lrg. Dog)    Counterfeit DASUQUIN (Lrg. Dog)</p>  <p>Genuine DASUQUIN (SM Dog)    Counterfeit DASUQUIN (SM Dog)</p>	 <p>Genuine COSEQUIN    Counterfeit COSEQUIN</p>	 <p>Genuine PROVIABLE-DC    Counterfeit PROVIABLE-DC</p>
NOTE: The images on Amazon’s product listing pages for these items are images of Nutramax’s genuine products and do not reflect the actual appearance of the counterfeit products.		

## What to do if you have products you believe are counterfeit:

If you know or suspect your Provable®, Cosequin® or Dasuquin® is a fake, stop using it and contact us through our Customer Service Center at 1-888-886-6442 or [ContactUs@nutramaxlabs.com](mailto:ContactUs@nutramaxlabs.com).

If you do have the counterfeit products, we will send you a postage-free shipping envelope so you can send the product to us for a replacement with an authentic Nutramax product.

## Where to buy authentic Nutramax products

To find reliable sources of genuine Nutramax products, please visit our “Where to Buy” page at <http://www.cosequin.com/buy-cosequin-pet-products/pet-products> for a list of authorized Nutramax retailers.