



Nov 5th, 2025

**Subject:** Update on HibiClens Packettes (SKU 57517) Availability

Dear Valued Customer & Distributor Partner,

We appreciate your continued trust in our products and want to inform you of an important update regarding the availability of **HibiClens Packettes (SKU 57517)**.

Due to unforeseen delays in our manufacturing process, this item is currently on an extended backorder past the projected recovery date of late October. We understand this may cause some challenges to your operations and we sincerely apologize for the inconvenience.

While we work diligently to resolve the issue, we'd like to offer alternative options to help meet your needs in the meantime:

- **HibiClens 4oz Foam (SKU 57541)**
- **HibiClens 4oz Liquid (SKU 57504)**

These products offer the same trusted formula and can serve as effective substitutes until the Packettes are back in stock. **We want to emphasize that all other Hibi products are unaffected by this delay, we have healthy stock, and are available for purchase.**

At this time, we do not have a confirmed date for when the Packettes will be healthy again. However, we are aiming for mid-February to start sending product again. Additionally, please rest assured that we will communicate promptly once we have a firm timeline for availability.

We truly appreciate your patience and continued partnership as we work through this challenge. If you have any questions or need assistance with alternative options, don't hesitate to reach out to your local HibiClens® rep or our customer service team at (800) 843-8497 or email at [customer.orders@molnlycke.com](mailto:customer.orders@molnlycke.com)

Sincerely,

A handwritten signature in black ink, appearing to read "Chris Barys".

Chris Barys  
U.S. Marketing Manager, HibiClens®