



DuPont Professional Products
4417 Lancaster Pike
Chestnut Run Plaza 705
Wilmington, DE 19880-0705

October 17, 2011

Dear Turf Management Product Distributor,

I am writing to update you about the DuPont product return and refund program for DuPont™ Imprelis® herbicide. To make this process as efficient as possible for your business, I have attached a set of instructions outlining the steps and timing you need to follow to return Imprelis® products to DuPont.

This program needs your participation in several important steps. We thank you in advance for your cooperation. First, please collect all Imprelis® product remaining in your customers' possession, as well as the product in your inventory. Once gathered, please prepare it for collection by DuPont. We will be sending letters to your customers asking them to return all full and partially full bottles of Imprelis® to you.

The program includes the following products:

- Imprelis® herbicide (D14616296) - 4.5 fl oz bottle
- Imprelis® herbicide (D14563533) - 1.0 gallon bottle
- Imprelis® herbicide (D14544159) - 2.5 gallon bottle

We will be picking up bottles of Imprelis® from the location(s) to which we normally ship products to you. Our Customer Service Center will call you to make arrangements. All returned product will be sent to our product evaluation center, where it will be promptly processed. A credit will then be issued to your account for the value of the returned Imprelis®, based on the 2011 Green Industry Distributor Price List that was effective on February 15, 2011. Once DuPont credits your account for the returned product, please issue refunds or credits, depending on your policy, to your customers for the product they have returned.

If your customers have Imprelis® product remaining in mixes or spray tanks, please contact DuPont at 800-463-8039 for further guidance.

We regret any damage that the use of Imprelis® herbicide may have caused to trees, and we remain committed to working with you and all of our customers to fairly resolve problems associated with the use of this product.

If you have questions, please contact our Customer Service Center at 1-800-342-5247 (prompt 99).

We appreciate your help in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael McDermott".

Michael McDermott
Global Business Leader
DuPont Professional Products