

November 18, 2021

Dear Quell Customers,

We wanted to make you aware of an upcoming change with Quell®. As those who have used Quell know, the device provides [prescription strength](#) nerve stimulation and [sophisticated features](#) that make it the most advanced TENS device by far. Going forward, we have decided that we can best help those in chronic pain by offering Quell as a treatment prescribed by a doctor. Next year, Quell will be transitioned from an over-the-counter pain relief device to a prescription treatment for specific chronic pain conditions.

What does this mean for you?

- If you already have Quell, then this update has no impact on your continued use. The standard and sport electrodes will continue to be available for purchase on our [website](#) (no prescription needed). We will continue to service devices under warranty and provide our customers with the option of repair or purchase of new devices once the warranty lapses.
- On January 1, 2022, the price of the Quell 2.0 starter kit will increase and it will only be available over-the-counter for a limited time. If you are interested in obtaining Quell for your chronic knee, leg or foot pain without a prescription, you should consider acting by December 31, 2021.

Although we will now focus on Quell as a prescription treatment, we will continue to provide our existing Quell users with the high quality customer service to which you have become accustomed.

Sincerely,
Quell Team

If you have any questions, please call our Customer Care team at 800-204-6577 M-F, 9am-6pm EST.

