

WRITTEN RECALL NOTIFICATION TO BUSINESS CUSTOMERS

(Check the text of this notification with FSANZ co-ordinator and send to all distributors, wholesalers, overseas importers ,retailers, within 48 hours of initiating recall).

Notification to Distributors, Wholesalers and Customers

Customer/Distributors' name and address

FOOD RECALL

_____ (Name of sponsor- recalling company) _____
is conducting the following food recall.

The food involved is

(-name of the food)

(- package size of the food)

(- packed on date)

(- use by date or- best before date)

(- batch code or lot identification)

and other information that will identify the food. (insert picture of product wherever possible)

Customers are being advised that the above food is being recalled because (the reason for the recall, nature of hazard and effects of consumption)

As a precaution we are recalling all supplies of the food with the above identification. Consumers have been advised of the recall and asked to return the purchased food. Consumers will receive a refund of the purchased price. Please immediately discontinue selling or distributing your existing stock.

If you have distributed any of the recalled stock to other distributors or retailers please immediately inform those distributors or retailers of the recall.

If you have re-packaged or re-processed the recalled food under another brand name, you, or the business you supply the re-packaged or re-processed food, may need to conduct a separate trade or consumer food recall. If this is the case, please immediately contact FSANZ on 02 6271 2610 and your state or territory health department.

Please identify and hold the product in an isolated and secure area pending further advice. Do not dispose of this product. Please retain this letter in a prominent position for a month to ensure any stock in transit is identified. Please place the attached copy of the recall notice in a prominent position for (insert time) (insert enlarged copy of recall notice).

Please call _____ (company contact) _____ at phone _____ with any questions or concerns

We apologise for the inconvenience caused by this recall and thank you very much for your assistance.

(NAME OF RECALLING COMPANY/SPONSOR, ADDRESS AND CONTACT NUMBERS)

(DATE)

Record for recalling sponsor business

DATE: _____

CUSTOMER ACTION: _____

CUSTOMER NAME: _____

STOCK ON HAND: _____ Cases/cans/packages (circle)

Source: Food Industry Recall Protocol