

Food recall notification to distributors

For both consumer and trade level recalls, please contact all your distributors/customers by phone and email/fax and provide the following information. Insert details specific to the recall where there is italicised text below.

Distributor's name
Distributor's address

FOOD RECALL

Customers are advised that *[name of the sponsor]* is conducting a food recall due to *[the reason for the recall]*.

The food involved is *[name of the food product, package size, date marking, batch code, time in marketplace and all other information that will identify the food]*.

We are recalling all supplies of the food with the above identification.

[For consumer level recalls, insert the following sentence]

Consumers have been advised of the recall and asked to return the purchased food. They will receive a refund of the purchase price.

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 repackaged 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 hold the recalled food in an isolated and secure area pending further advice.

We apologise for the inconvenience.

[THE NAME OF THE SPONSOR, ADDRESS AND CONTACT NUMBERS]
[DATE]