

Example of Food Safety Authority Evira's notice to food control authorities about a defect in food (withdrawal)

Allergen labelling error*: Defective labelling on ZZ oat cookies – egg not indicated in the list of ingredients

Product

ZZ oat cookies

Best before

18.4.2005 and 20.5.2005

Batch code

Same as best before dates

Manufacturer

Firma Oy

Where is the product offered for sale

In stores of Z chain in the whole country

Defect

The list of ingredients of the oat cookies does not include egg, but the product contains egg. The product may be hazardous to people allergic to eggs.

Action

Firma Oy has at its own initiative taken action to withdraw the product from the market, and has published a press release concerning the error. Consumers will also be informed by an announcement run in the press.

Customer returns

Consumers who have purchased the product and are allergic to eggs are asked to send the packaging of the product to the address Firma Oy, X-katu 2, 12345 Town. The consumers will be refunded for the product.

For more information, please contact

Product Manager YY, tel. +358 (1) 23 4567 899

Municipal food control authorities are requested in connection with inspection visits or by some other means to verify that withdrawal of the product has been implemented, and if necessary, take action to remove the products from the stores.

At the Finnish Food Safety Authority Evira the matter is handled by Senior Officer NN, tel. xx, e-mail

Forename.Surname @evira.fi

A PHOTO OF THE PRODUCT WILL BE SENT IN A SEPARATE FILE, OR THE ADDRESS OF THE INTERNET SITE OF THE OPERATOR WHERE THE PHOTO CAN BE SEEN, IS GIVEN.

*** The defect is specified in the subject line, e.g. allergen labelling error, salmonella/mould toxin found in product x, etc.**