

Product Recall Procedure

- Product/ Component Receipt
 - Identify the item by Batch and/or Product Code and date
- Product/Component Issue
 - Track using the Batch and/or Product Code and date
 - Record Customer the item is issued to
- Notification from Manufacturer/Supplier of Non-Conforming Product;
 - Quarantine all stock relevant
 - Take action with quarantined stock in line with manufacturer/ supplier guidelines
 - Contact all affected customers to advise of the recall
 - Advise action for affected customers to take
 - Ensure that all affected customers carry out relevant action
 - Issue replacement/refund accordingly
 - Ensure all affected product is dealt with according to manufacturer/supplier instruction
 - Carry out any corrective actions as provided by manufacturer/ supplier
 - Notify relevant Market Surveillance Authorities
 - Notify relevant Approved or Notified Bodies