

Customer statement
Ben & Jerry's - Product Recall Notice

Brand	Ben & Jerry's
SKU	Ben & Jerry's Chunky Monkey Non-Dairy 100ml (1x12)
MRDR Code	67679699
Batches	L8338

Further to investigation relating to **Ben & Jerry's Chunky Monkey Non-Dairy 100ml (1x12)**, we have identified that an artwork error has occurred on the packaging of the L8338 BBE 06/2020 batch. This means there is no detailed nutritional and allergen information which is required on back of pack for individual items for sale to consumers.

Three allergens are present in this product; almonds, walnuts and soy. Both almonds and walnuts are listed on the product lid and tub. However, because there is no back of pack nutritional panel, **soy is not labelled anywhere on pack.**

The only products affected are those with **L8338** on the bottom with a Best Before End Date of **06/2020**.

Please see visuals below to help guide your identification of affected products.



The quality and safety of our products is always our top priority, and as a precautionary measure we are now recalling this stock from sale. **This means that all of this batch needs to be removed from sale to consumers immediately.**

Our advice to consumers:

If you have bought the above product and have an allergy to nuts and/or soya, do not eat it. Instead return it to the store from where it was bought for a full refund.

Please destroy product and contact your account manager for further information.

Please be reassured that this artwork error applies to this batch only and does not affect the quality or safety of this product. A thorough investigation is underway to ensure this does not happen again.

We apologise for the inconvenience this may cause to you and your business.