

# ALLERGY ALERT

Ref: FSA-AA-54-2022

Date: 09 October 2022

## **itsu (grocery) recalls itsu noodle'soup veg gyoza & greens because of undeclared crustaceans**

itsu (grocery) is recalling chilled itsu noodle'soup veg gyoza & greens because some packs have been mispacked with a prawn gyoza that contains crustaceans which is not mentioned on the label. This means the product is a possible health risk for anyone with an allergy to crustaceans.

### **Product details:**

**Product:** itsu noodle'soup veg gyoza & greens

**Pack size:** 230g

**'Use by' dates:** All Use By dates up to and including 15 October 2022

**No other itsu (grocery) products are known to be affected**

### **Risk:**

Crustaceans

This product contains crustaceans, making it a possible health risk for anyone with an allergy to crustaceans.

### **Our advice to consumers:**

If you have bought the above product and have an allergy to crustaceans, do not eat it. Instead, send a picture of the use by date on the packaging to [customerservices@itsugrocery.com](mailto:customerservices@itsugrocery.com) for a full refund, or if preferred, contact itsu (grocery) on 0333 224 9510.

### **Action taken by the company:**

itsu (grocery) is recalling the above product from customers and has contacted the relevant allergy support organisations, which will tell their members about the recall. The company has also issued a recall notice to its customers, which explains to customers why the product is being recalled and tells them what to do if they have bought the product. Please see the attached notice.

Information on the FSA's work on food allergy and intolerance can be found at:

<https://www.food.gov.uk/safety-hygiene/allergy-and-intolerance>. Advice on food allergy and intolerance can be found at: <http://www.nhs.uk/conditions/food-allergy/Pages/Intro1.aspx>

## **ENQUIRIES ABOUT THE CONTENT OF THIS ALLERGY ALERT SHOULD BE ADDRESSED TO:**

<b>In England:</b> FSA, Floors 6 & 7, Clive House, 70 Petty France, London SW1H 9EX Tel: 020 7276 8448	<b>In Wales:</b> FSA, 11 <sup>th</sup> Floor Southgate House, Wood St, Cardiff, CF10 1EW Tel: 029 2067 8961	<b>In Northern Ireland:</b> FSA, 10a-c Clarendon Road, Belfast, BT1 3BG Tel: 028 9041 7700
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# Product Recall Notice

itsu [grocery] is recalling chilled "itsu Noodle'Soup Veg Gyoza & Greens" with the following use by dates

## Product Details

itsu Noodle'Soup Veg Gyoza & Greens

Pack Size: 230g

Barcode: 5060262488362

Use By: all stock dated between and inclusive of **09 Oct** to **15 Oct**

**09 Oct**

**10 Oct**

**11 Oct**

**12 Oct**

**13 Oct**

**14 Oct**

**15 Oct**

as they potentially contain prawn gyoza (**crustaceans**) which are not declared on the label.

Please do not consume this product with these use by dates if you have an allergy or intolerance to **crustaceans** or are vegetarian/vegan.

No other itsu [grocery] products are affected.



For a full refund please send a picture of the use by date on the packaging to:

Email us at: [customerservice@itsugrocery.com](mailto:customerservice@itsugrocery.com)

Write to us at: itsu [grocery], Partnership House, Carlisle Place, London, SW1P 1BX  
or call us on: 0333 224 9510

We apologise for any inconvenience caused and would like to thank you in advance for your understanding and co-operation.