

PRODUCT RECALL NOTICE

Natural Instinct Limited recalls various products containing duck due to the presence of salmonella

DATE OF RECALL: 2nd July 2021



Natural Instinct has taken the precautionary measure of recalling several of its frozen raw pet food products made using duck because the products contain salmonella. These products have been sold online and by independent pet stores. Natural Instinct takes its obligations regarding pet food safety very seriously and has therefore agreed with the Food Standards Agency to undertake a recall of the following products:

PLEASE NOTE: For the food, batch code can be found printed on the white tub; for the treats the date of production can be found on the white label.

Product details:

Product	Pack Sizes	Batch Number containing	Use by dates
Working Dog Duck	1kg and/or 2x500g	231297	08.01.2022
		231298	15.01.2022
		231299	22.01.2022
		234331	13.02.2022
		234332	20.02.2022
		239084	11.03.2022
		239086	18.03.2022
Pure Duck	1kg and/or 2 x500g	231297	08.01.2022
		231298	15.01.2022
		231299	22.01.2022
		234331	13.02.2022
		234332	20.02.2022
		239084	11.03.2022
		239086	18.03.2022
Working Dog Puppy	1kg and/or 2x500g	231298	15.01.2022
		231299	22.01.2022

		234331 234332 239084	13.02.2022 20.02.2022 11.03.2022
		Production date	Use by date
Duck Carcass	Pack 2	08.04.2021 15.04.2021 20.05.2021	08.01.2022 15.01.2022 20.02.2022
Duck Necks	Pack of 6	15.04.2021 22.04.2021	15.01.2022 22.01.2022

This issue does not affect any other product manufactured by Natural Instinct.

Salmonella is a bacterium that can cause illness in humans and animals. The product could therefore carry a potential risk, because of the possible presence of salmonella, either through direct handling of the pet food, or indirectly, for example from pet feeding bowls, utensils or contact with the faeces of animals.

In humans, symptoms caused by salmonella usually include fever, diarrhoea and abdominal cramps. Infected animals may not necessarily display signs of illness, but symptoms can include diarrhoea.

Please always follow the advice on our labelling when handling and serving raw pet food, just the same as you would if handling raw meat for human consumption. It is always advised to clean utensils and feeding bowls thoroughly after use. Consumers should wash their hands thoroughly after handling raw pet food, bowls, utensils or after contact with the faeces of animals. Raw pet food should be stored separately from any food (especially ready to eat foods). Care should be taken when defrosting to avoid cross-contamination of foods and surfaces.

What should you do now?

- ✓ Please do not give the products named above to your pet.
- ✓ Check if you have purchased any of the affected batches as listed above and see if you still have any unused product.
- ✓ If you purchased from a stockist, please return the unused product to where you purchased the item. A full refund will be given.
- ✓ If you purchased the product online, then please contact us directly.

Natural Instinct apologises for any inconvenience caused.

For more information

If you require further details, please contact recall@naturalinstinct.com

Further information: <https://www.naturalinstinct.com/product-recall>