

## **Q&A FOR CSD AND STORES**

### **What has happened?**

Our supplier of our Foodie Market Rainforest Bounty is recalling this product as a precautionary measure due to it containing sulphites that were not labelled on the packaging.

Customers should not consume the product and should return it to their nearest store where they will receive a full refund.

### **How serious is it?**

This is a precautionary recall as sulphites (an allergen) are not listed on the product packaging.

This is a potential risk to customers with an allergy or intolerance to Sulphur Dioxide; however, it is safe for those that do not have an intolerance.

We have not received any complaints about this product.

### **How/why was it allowed to happen in the first place?**

Our supplier has strict controls in place and meets global safety standards. It is currently undertaking an investigation to determine how this has happened.

### **Who is responsible/at fault?**

The supplier is investigating how this has occurred.

### **What should customers do?**

Do not consume the product if you have an allergy to sulphur dioxide.

Customers will receive a refund if they return their product back to store.

### **Who knows about this? Who has been alerted?**

We have notified our customers and our supplier has notified the Food Standards Agency.

### **Who has been personally affected/impacted as a result?**

No one at present.

### **Are your products safe? How can you be sure?**

Aldi has robust systems in place for all own brand products. We work closely with our suppliers to ensure that any products they supply us have been made in a safe manner.

Aldi will be investigating this matter thoroughly and liaising with the relevant government agencies as required.

### **What e-mail/phone number can people contact with questions or problems?**

Customer services can be contacted on **0800 042 0800** and **1 800 991 828** in Ireland.  
For further information, please visit [www.aldi.co.uk](http://www.aldi.co.uk) or contact [customer.service@aldi.co.uk](mailto:customer.service@aldi.co.uk).  
For Ireland, [www.aldi.ie](http://www.aldi.ie) or [customer.service@aldi.ie](mailto:customer.service@aldi.ie).

**ENDS**