

Q&A FOR CSD, SOCIAL MEDIA, AND STORES

Product Details: 87207, 4088600245256, Southern Fried Poppin Chicken
87207, 4088600245263, Breaded Poppin Chicken

Regions Affected: All GB and IE regions
Batch codes: L15320; L14720; L14820; L14920; L15020; L15120; L16020
Best Before Date: 25.05.2022

What has happened?

We are recalling specific batches of this product as a precaution due to the possible presence of Salmonella.

How serious is it?

This is a precautionary recall. No other batches are affected.

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

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

What is Aldi doing about it?

We are recalling the affected batches and investigating this with the supplier.

Who is responsible/at fault?

The supplier is undertaking an investigation with us as to how this issue has occurred.

What should customers do?

Do not consume the product. All customers are entitled to a full refund if they return their product back to store. Consumers who may have already consumed the affected batch and are feeling unwell should seek medical advice.

Who knows about this? Who has been alerted?

We have notified our customers and we are working with the Food Standards Agency and the Food Safety Authority of Ireland.

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 are 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 or contact customer.service@aldi.co.uk.

For Ireland, www.aldi.ie or customer.service@aldi.ie.