

Q&A FOR CSD, SOCIAL MEDIA, AND STORES

Product Details: Savour Bakes Breadsticks

Supplier: Athenian Family Bakery

Product codes:

704888, 4088600189451, Breadsticks 125.00g,

49830, 4088600189451, Breadsticks 125g

49830, 25254082, Breadsticks 125g

Regions affected: ATH, BOL, DAR, SWI, CHE, BAG, NES, GOL, CRD, SHE, SAW, NAAS & MIT

What has happened?

Our supplier is recalling this product as a precaution because a small number of packs may contain metal. All best before dates are affected.

Our supplier is recalling these products from Aldi.

How serious is it?

This is a precautionary recall.

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

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

What is Aldi doing about it?

Our supplier is recalling the affected batch. Aldi has removed the product from sale in stores.

Who is responsible/at fault?

The supplier is investigating how this has occurred.

Who has been personally affected/impacted as a result?

No one at present.

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.

Who knows about this? Who has been alerted?

We have notified our customers and the Food Standards Agency.

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

For further information, please visit www.aldi.co.uk or contact customer.service@aldi.co.uk.

For Ireland please contact customer.service.aldi.ie

ENDS

