

Information and form regarding to withdrawals

Bergendahl Food AB has a quality management system that includes withdrawals/recalls procedures to ensure the sale of safe products. Information of this kind can be vital and must reach the right instance, be simple, clear and absolutely correct.

Our routines require that we receive complete information of defect products from you. The goal is to inform the next in line about cause, emergency measures and reimbursement as soon as possible

NOTE !! Our responsibility is to inform the next step in line. We need you to provide us with correct information, regardless of whether the product is central stored or delivered directly to the stores. The template on page 2-3 should always be filled out!

Main rule: If the products in a withdrawal/recall are to be disposed of, the main rule is that the next in line must be able to dispose of the goods in place and be credited for this. Inventory-based products located in our warehouse should be collected in return by the supplier as soon as possible and absolutely within 3 weeks.

If you are required to return your products for safety reasons, you will as a supplier be charged for collection of goods in all stores within 3 weeks after the alarm information has expired.

For existing stocked products that are stuck on our central warehouse, a return document will be sent to you from our purchasing department within a few days. Stopped products in store are compiled in a collection invoice and sent to you. For directly delivered products, the stores are individually contacting you separately with the quantity and replacement requirements.

For stocked defect products, we invoice the amount the stores have paid for the product and 200 SEK per paid credit invoice, that is, per store that has products to be discarded.

In case of major issues where waste costs, customer complaints etc. become significant, you will be billed for this too. It's us as a wholesaler who bills this and not every store.

Contact/information recipient for withdrawals:

Information is sent to the following address; kvalitet.miljo@bergendahls.se

The following helpline number should **ALWAYS** be used to ensure that the information has been received: +46 451 483 40

We understand and will use this documents when withdrawal is a fact.

Date and name of the Supplier

Signature CEO or Manager of Quality

WITHDRAWAL/RECALL OF PRODUCT

Supplier	
Product name	
Brand	

Date and time for sharing this information:

Date (dd-mm-yyyy)	Time (hh.mm)

Status for information: (check relevant boxes)

Preliminary · Will not cause actions to be taken immediately. Further information to be submitted. Certain information in the document can be preliminary.

Risk assessment

- 1. Serious risk for consumer
- 2. Moderate risk for consumer
- 3. Low risk for consumer

If uncertain, contact your regulatory authority

Action

- Suggested action;
- 1. Withdrawal from stock
- 2. Withdrawal from store
- 3. Recall from consumers, public information
- 4. Other action. Please describe:.....

Contact persons for supplier i.e. KAM/Quality manager and logistics manager

Name	Phone nr	E-mail

Product details

Only one GTIN (EAN-code) can be stated per product, there could/can exist more details e.g. item numbers and best before dates. Attach a separate list if many articles are involved.

	Information/details about the product
Supplier	
Product name	
Brand	
Weight/Volume consumer packaging	
Item number supplier	
BFABs item number	
EAN-code consumer packaging	
Best before/freshness date	
Batch nr /Lot-nr	
Date of manufacture/packaging	
Article number (for pharmaceuticals)	
First date of delivery for product in question to the retailer's stock	
Number of delivered products	

Reason for withdrawal:

Supplier's suggestion for handling of the product at central distribution depot: (Indicate alternative)

1. Collection by supplier
2. Discarded and credited

Supplier's suggestion for handling of the product in stores: (Indicate alternative)

1. Discard everything on site at store (can cause waste costs for supplier if considerable amounts)
2. Return everything to the supplier (supplier will be billed for costs)
3. Supplier collects/exchanges defective products

Suggestion on creditation: (Indicate alternative)

1. Product in stock; Everything summed up on one invoice from retailer to supplier
2. Direct delivery; each store credited by supplier/products exchanged on site

Photo (should always be attached) as pdf

Information to consumer regarding withdrawal:

E.g. We as supplier will inform the public yes/no date.....

Other

E.g. Supplier will send letter to customers:

E.g. Identification, Pallet-ID/SSCC:

Regulatory authority contacted (if yes, which):