



Product Recall

Process Document

Safety is a cornerstone of our service standards, and we randomly select products to be tested through our current partnership with Acadia Laboratory for Agri-Food & Beverage (ALAB).

A supplier may also indicate they have identified a quality concern.

Agency partners will be notified when we have identified an article to be either, removed from the salesfloor or directed to submit through breakage.

Communication:

Each impacted Agency location will receive a direct email notifying them to remove the impacted product from the sales floor immediately. To aid in notifying stores, the agency team will pull a report to identify which stores may have ordered this product within the last 6 – 12 months. Upon receiving notification, the store will be directed to remove the item from the floor to either submit through breakage or wait for further directions.

To ensure a store has not been missed, Monday updates will also identify a current recall item to ensure all Agency stores are aware.

Credits:

Each Agency partner is responsible to submit their recall items through breakage, following the reason code directions provided by the Agency team.

Breakage submissions must be submitted within 7 days of notification to receive a credit back.

