

Date: 23rd February 2024

Subject: Voluntary Product Recall

Product name: Troy PlaqueOff Chews for Dogs (9304)

Sold by Troy Laboratories Pty Ltd in all states and territories between 15/08/2023 to 20/02/2024.

Dear Wholesaler,

This recall has been initiated for the following batches of Troy Plaque Off Chews (9304).

Batches affected:

Batch	Expiry (Month/YY)
23R001	07/25
23R002	08/25

Why:

This batch recall has been initiated due to reports of mould contamination.

Who is impacted:

Any wholesalers, vets or end users who have been provided or purchased the above batches.

What is next:

Please read the below required actions.

Required actions:

1. Please commence activity to remove these items from sale and place in quarantine.
2. Complete and sign the Recall Form on page 3 detailing your stock on hand.
3. If this product has been supplied to customers, please provide a transaction list for all relevant customers, which includes batch, date supplied, quantity supplied, and customer contact details.
4. If batch traceability is not accessible, please provide a transaction list for all relevant customers from your first date of purchase of this batch.
5. Please return this form and any customer information **within 2 business days** of receipt.
6. Troy will arrange returns and credits once counting of affected stock is finalised.

Your assistance with quickly addressing these actions is greatly appreciated. The sooner we can trace and contain the affected batch, the smaller the impact is likely to be on your customers and their clients.

Troy Animal Healthcare sincerely regret that this matter has arisen and are committed to supplying you with quality products. We will work hard to ensure the disruption caused by this recall is as limited as possible. If you have any questions about what has happened or how we are addressing it, please call our Customer Experience Manager on (02) 8808 3611.

Yours Sincerely,

Troy Animal Healthcare

Recall Form

Wholesaler / Customer Name: _____

Product	Batch	Expiry Month/YY	Quantity On Hand
Troy PlaqueOff Chews for Dogs	23R001	07/25	
Troy PlaqueOff Chews for Dogs	23R002	08/25	

Person completing form Name: _____

Role: _____

Date: _____

Sign: _____

This form should be returned by email to **sales@troylab.com.au** within **2 business days of receipt**.

Thank you for your assistance.