



PRODUCT RECOVERY ACTION NOTICE



[Click for the acknowledgement page](#)



Your purchase history indicates you may have received the items affected by this product recovery action notice from Dot Foods. Please have your warehouse check inventory for these products as soon as possible and follow the [instructions](#) at the bottom of this communication.

FDA REPORTABLE: No
ACTION: Voluntary Retrieval

October 10, 2019

Dear Valued Customer,

Nestlé Professional is initiating a voluntary product recovery of select *Coffee-mate*® French Vanilla creamer pump bottles in response to a customer complaint related to swelling of the pump bottle. The voluntary product recovery is being conducted to avoid customer and consumer dissatisfaction. Upon our investigation, we have determined that the product presents no health or safety issue, and no injuries have been reported. We recommend that customers not use this product since it does not meet our quality standard.

No other manufacturing codes or *Coffee-mate* flavors or bottle sizes are affected by this notice. This issue is limited to the batch codes noted in the box above.

Please return all product manufactured with this batch code to Dot Foods. The order/consumer code and batch code can be found on the bottom of the front panel on the case, and at the neck of the pump bottle. See included images.

Nestlé is dedicated to quality and customer satisfaction. We apologize for the inconvenience and thank you for your cooperation with this important matter. If you have any questions, please contact your Dot Foods Representative.



Dot Item: 650260
Mfg: 00050000779116U
GTIN/UPC: 00050000779116
Description: COFFEE-MATE FRENCH VANILLA CREAMER 2-1-1.58 QUART
Best Buy Date: March 2020
Batch Code:
9178 5542 XX
9179 5542 XX

Dot Item: 472498
Mfg: 00050000318032
GTIN/UPC: 00050000318032
Description: CREAMER FRENCH VANILLA PUMP 2-1.58 QUART
Best Buy Date: April 2020
Batch Code: 91835542 XX



Product Return Form

[Read Receipt](#)

[View Order Detail](#)

If you have any questions regarding this information, please contact your Customer Service Representative.

CUSTOMER INSTRUCTIONS:

1. Please acknowledge that you have received this email by [clicking this link](#) then clicking "I Accept." **Whether or not you have any of the affected product, you MUST acknowledge receipt of this email.**
2. Pull all product immediately from your inventory.
3. Please check inbound or recent deliveries for affected product.
4. Please contact your end user and have them pull the product immediately.
5. All full cases must be returned to Dot Foods asap using the [product return form](#).
6. If you bought direct from the supplier, you will need to go direct for your credit. Dot Foods can only issue credit if you have bought the product from us.

Thank you!
Dot Foods, Inc.