



Posorja, 14th June 2021

CLP1570621

Messrs.
LIDL STIFTUNG & CO KG.
Germany-.

Dear customer,

In reference to the claim referred "I bought 3 cans of Mermaid tuna in olive oil. Everything seemed fine in the shop, but yesterday one of them blew up and gave off a terrible stench of rotten meat and rotten tuna meat that was black. The others are also infested with rotten meat and I threw them away because of the terrible stench (which hasn't left the room yet!). I approach photos of the cans and the bill. Please arrange a refund or exchange for a different product - other than tuna as we will not be consuming it for some time".

Lot: L509RGA L
Brand: Nixe
Reference: #416698865

The claim code does not record the day of the week and reviewing all the related records and counter samples of the L509RGA code with manufacturing dates from December 09 to December 13, 2019, we report that we have not found deviations.

Considering on time of the claim date and production date of lote L509RGA of December 2019, the reason for the claim is not attributable to the plant process, because situations such as those mentioned can occur in a maximum of 3 days after processing and not at destination

We take the present to reiterate our desire of service and remain at your disposal to solve any additional doubt that may arise regarding this issue.

Best regards,

Lucciola López P.
Chief of Quality

File