

Appendix B

Guideline on a Recall Notice

The purpose of communicating with consumers about a recall is to ensure that further product related injuries are prevented by either removal or rectification of unsafe products.

A recall notice should include:

- a. **Product description**—a clear description of the product, including the name, make and model and any distinguishing numbers, such batch or serial numbers. Dates the product was available for sale should also be included.
- b. **Picture of the product**—a photograph or drawing of the product will provide the consumer with a convenient and effective means of identification.
- c. **Description of the defect**—a clear description of what the defect and its hazard.
- d. **Corrective actions** — supplier to specify the corrective action it will be undertaking
- e. **Contact details** —options on how consumers can reach out to suppliers to inform seek assistance.