

URGENT VOLUNTARY PRODUCT RECALL

Lindt & Sprüngli (USA) Inc. is voluntarily recalling one lot of its Lindt Excellence 85% Cocoa chocolate bars distributed in the state of New York because it may contain milk allergens in amounts exceeding thresholds established by the New York State Department of Agriculture and Markets.

Although there have not been any consumer complaints or reports of any reactions or illnesses, and the product carries a “May Contain Milk” precautionary statement, we are acting out of an abundance of caution because nothing is more important than the safety of the consumers who enjoy our products.

The recall is limited to Lindt Excellence 85% Cocoa chocolate bars, 3.5oz sold in New York state, labeled specifically with:

- Best Before date of 08-31-2020
- Lot Code L4809
- UPC 037466016450
- SCC Code 20037466029805

These products were shipped to customers between June 2019 and January 2020.

The recall was initiated after the New York State Department of Agriculture and Markets conducted routine sampling of one 85% bar purchased at a New York retailer and subsequent analysis of that bar by the New York State Food Laboratory revealed the presence of milk allergen exceeding the threshold established by the Department.

Consumers who have milk allergies or sensitivities should not consume the product of this specific lot and may contact Lindt directly for a refund. They can contact us at LindtUS-ContactUs@lindt.com anytime or at 1-877-695-4638.

We have partnered with the company Inmar who specializes in recall events and will support us during this voluntary recall – please find detailed instructions attached.

Please note that this notice only affects these specific Lindt Excellence 85% Cocoa chocolate bars in the state of New York. No other Lindt USA products are affected.

We regret any inconvenience caused by this voluntary recall and look forward to your continued partnership.

J.Dill
Vice President Sales
Lindt & Sprüngli (USA) Inc.

ATTACHMENT: Recall Instruction

URGENT VOLUNTARY PRODUCT RECALL - INSTRUCTIONS

Excellence 85% Chocolate bar, 3.5oz

Recall Instructions:

This recall pertains only to one lot Lindt Excellence 85% Cocoa chocolate bars in the state of New York.

No other Lindt USA products are affected.

Retailers - Please notify all of your retail stores and instruct them to check their inventory and return product to you. Once you have consolidated recalled product from your stores and distribution centers, please return to Inmar using the product return information below.

Wholesalers - Please notify any Retailer who may have received the affected product and instruct them to return the affected product and return to Inmar as instructed. Once you have consolidated recalled product from your stores, retailers and warehouse/distribution centers, please return to Inmar using the product return information provided below.

Product Return:

When you have collected your inventory and responded with the BRF (Business Response Form), you will receive a return kit from Inmar in the mail. This return kit will include pre-paid shipping labels and shipping instructions.

All refunds for returned product will be paid by Lindt & Sprüngli (USA) Inc. in the form of a refund. Only product in the original packaging is eligible for refund. This recall applies only to unexpired product as indicated in the attached table. This voluntary recall does not affect any other L&S products.

Lindt & Sprüngli takes this issue seriously and is fully committed to ensuring all of our products meet the highest quality standards. Thank you in advance for your assistance in this matter and for your continued support of Lindt Brand

Item #	Description	Type of FG	Lots
392851	Excellence 85% Cocoa-Vertical UPC: 037466016450 SCC: 20037466029805	consumer unit	L4809
E001551	Excellence 6 Pack Assorted UPC: 009542021832 SCC: 10009542021839	consumer unit	L5649
8089-M	Excellence Dark Chocolate Asst UPC: 009542005726	consumer unit	L1679
			L1719
			L3649
			L3779
			L4549
			L4769

Item #	Description	Type of FG	Lots
C006833WG	HDAY Bar PW 80ct WG UPC: 037466016450 SCC: 00009542044794	display (consumer buys the bar off of the display)	L4639
			L5639
E003721	EXC High Cocoa FS4 144ct UPC: 037466016450 SCC: 10009542032514	display (consumer buys the bar off of the display)	L1639
			L3639
E006759	EXC Asst Bar FS3i 81ct UPC: 037466016450 SCC: 00009542044602	display (consumer buys the bar off of the display)	L3729
			L4729
			L5729
			L6729
			L7729



Business Response Form

Excellence 85% Cocoa-Vertical

All customers are requested to complete the associated Business Response Form (BRF) as soon as possible. Customers may complete the BRF via:

- Email by sending a scanned copy of the BRF to lindtrecalls@Inmar.com
- Fax by faxing the completed form to 336-499-8796.
- If you have any questions regarding the recall call Lindt at 1-877-695-4638, for questions regarding product return please call Inmar at 800-967-5952 option 1. Please reference recall number LIN20

Receipt of the BRF will serve as confirmation that you have received this recall notification. **For regulatory reporting purposes, it is important that you return this completed form, even if you do not have product to return.**

If you have product to return, please provide the following information:

NDC	Lot Number	Quantity on Hand
392851 Excellence 85% Cocoa-Vertical	L4809	
E001551 Excellence 6 Pack Assorted	L5649	
8089-M Excellence Dark Chocolate Asst	L1679	
	L1719	
	L3649	
	L3779	
	L4549	
	L4769	
C006833WG HDAY Bar PW 80ct WG	L4639	
	L5639	
E003721 EXC High Cocoa FS4 144ct	L1639	
	L3639	
E006759 EXC Asst Bar FS3i 81ct	L3729	
	L4729	
	L5729	
	L6729	
	L7729	

Please provide ____ return kits to facilitate return of the recalled product.

If you have no product to return, please confirm below:

We have no product to return.

Company Name: _____

Address: _____

City, State, Zip: _____

Date Form Completed: _____

Contact Name (printed): _____

Telephone Number: _____

If you have any questions regarding the recall process, please contact Inmar at 800-967-5952 option 1.