

Product recall notice

01/04/2025

Please be aware of a withdrawal on the following product with immediate effect.

Product code	Product name	Best before date or use by date	Batch code(s)
600011	Chicken Balti Samosa	All	All



Reason for the recall: One of our approved suppliers has decided to recall the above product as a precaution. On testing of raw materials, namely garlic powder, it was identified that there is presence of peanut contamination.

FAQ & next course of action:

If we have identified you as having purchased the affected product, we will establish contact with you via telephone and email advising you of the recall.

If you discover that you have the affected stock, please dispose of it immediately. Once you receive our correspondence, please contact your [servicing depot](#) who will advise on the next course of action. Our tele sales team will then arrange for a credit to be issued to your account.

If the product has an alternative best before/use by date or batch code to the recalled product will this be OK to use?

Yes, *ONLY* product that matches the details confirmed above is affected by this recall. If the product you have does not match this, then you are safe to continue to use it.

What if I have served the product already, what do I do?

The risk associated with this recall is extremely low and it is being carried out as a precaution. If you or your customers experience any illness/injury, then they should seek advice from their GP or 111.

[I have used the product as an ingredient in a dish, will I have to dispose of the whole dish and how do I claim for the waste of my dish?](#)

If you have used this as an ingredient, we advise that you dispose of the dish as a matter of course. You can email your [servicing depot](#) who will issue a credit for the entire product used.

[I have the affected product, but there doesn't appear anything wrong with it. Can I just use the product?](#)

It may appear that the product is fine, and we understand that the product may look acceptable to you, or that you may be left low on ingredients due to this; however, it is strongly advisable that you follow our advice and dispose of all affected stock you have. We cannot accept any liability for any issues arising from customers choosing to ignore our recall instructions.

[I have disposed of the product, but need to now re-order stock/get a replacement product](#)

You can re-order via our app, or alternatively via your [servicing depot](#). Our tele sales team are on hand to assist you with this process and new delivery.

[I need some additional help or information.](#)

If you require any further assistance with, pricing, delivery or collection – contact your [servicing depot](#) or Account Manager who will assist with your immediate concerns.

If you need help or advice related to the issue of the recall – email technical@hopwells.com who will be happy to advise on this matter.

URGENT NOTIFICATION