

Company logo
(optional)

Product Safety Recall

Date

[Company name] recalls [product]

Insert picture(s) of product and, if applicable, a graphical indication of where to find product identification numbers on the product.

For the online version of the recall notice, it is important that essential information contained in the picture, especially if it is needed to identify the recalled product, is also available in a machine-readable format.

Include a clear description of the recalled product, including product identification information:

- Name and brand of the product
- Product identification numbers, such as batch and serial number, and optionally the barcode or the period of production of the product, and, if applicable, graphical indication of where to find them on the product
- Information on where, when and by whom the product was sold, if available

Why is this product dangerous?

- Clearly state the hazard the product poses and why.
- Do not use any terms or expressions that may decrease consumers' perception of risk, such as 'voluntary', 'precautionary', 'discretionary', 'in rare situations' or 'in specific situations'.
- Do not indicate that there have been no reported accidents.

What to do

- Clearly indicate what safety precautions consumers should take. This indication shall include an instruction to immediately stop using the recalled product, unless a temporary safe use under certain conditions, which should be specified in the notice for the consumer, is possible.
- Clearly explain the action(s) consumers should take (for example, return to point of sale, schedule appointment for in-house pick-up/repair, software update...). In case the repair shall be conducted by the consumer itself, please include the instruction in a separate document attached to this recall notice.

Remedies for consumers

- Clearly describe the remedies available to consumers in accordance with Article 37 of Regulation (EU) 2023/988 (repair, replacement, refund).
- Indicate any other remedy or additional incentives, such as discounts or vouchers, if available.

Spread the word about this recall, especially if you know that the recalled product was offered, lent or sold to someone else

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Contact

- Provide the address of an interactive online service (such as a website with a contact form, or an email address) and/or free phone number where consumers can get more information in relevant official language(s) of the Union.
- Provide the postal address of the company (optional).

[Apology (optional)]

[Links to social media post /website informing about the recall (optional)]

[QR code or other technical solution leading to recall page/more information (optional)]

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