

Field Notice:

Scholl Oplossing voor Schimmelnagels/ Solution Mycoses des ongles

FSCA-identifier **RB-85988-2019**

Removal from distribution of two batches

Dear Retailer xxx,

The quality and regulatory compliance of our products is of the outermost importance for RB.

We have discovered that a recent delivery of **Scholl Oplossing voor Schimmelnagels / Solution Mycoses des ongles** to your warehouse may have contained products the labelling of which, only contains information in French. Although the provided product satisfies the requirements of the French speaking region in Belgium (from a safety, efficacy and quality point of view) the fact that the label is missing information in Dutch and German is an issue we are not satisfied with; the affected product fails to meet the expectations of our Dutch and German speaking consumers in Belgium and also fails to meet the regulatory requirements in force in these country.

We have therefore decided to recall and remove from the distribution, products manufactured under the batch code C380740047, which may have been delivered to you and replace any affected stock with products from a new batch correctly labelled in Dutch, French and German languages.

Our customer service will be contacting you shortly to discuss and arrange the return process.

This notice needs to be passed on all those who need to be aware within your organisation or to any organisation, where the affected devices have been transferred, so that affected stock can be isolated and removed from distribution.

RB wish to apologise for the inconvenience cause and thank you for your cooperation with this matter.

For any questions related to the subject of this message please contact your Key Account Manager at xxxx .