4th November 2022

Dear Member,

Without Prejudice

Important Product Safety Notice / Product Recall

RE: Cow & Gate First Infant Milk 12X200ml   Item No. #327496

Our records show that either you or one of your add-on members has recently purchased the above mentioned items from Costco between 18th August 2022 and 13th October 2022. **If one of your add-on members has purchased the items would you please ensure that you pass this important letter on to them?**

It has come to our attention that there some members have experienced quality issues with the above product. Costco has identified that the following batch has quality issues:

BBD 17.05.2023

Cow & Gate have confirmed that all food safety and quality tests for this batch (including microbiological testing) were within the expected parameters prior to release, and there is no food safety risk associated with this batch. Cow & Gate are aware of an isolated quality issue where white flakes or particles are present. White particles in this milk can be a result of fats and proteins in the liquid milk combining over the course of the shelf life. However, these particles commonly dissolve when the bottle is shaken before opening. In some instances, the process of the fats and proteins joining can be accelerated by high storage temperatures, which may have occurred during transit. Please be reassured, each batch of Cow & Gate's products are tested against strict food safety and quality standards.

Costco has removed all affected product from sale and if you have any of these products at home, please return on your next visit to a Costco Warehouse.

If you have any further queries relating to the product, please contact Cow & Gate's care line directly on 0800 977 8880. The care line is open from 8am to 8pm Monday to Friday.

We apologise for any inconvenience that this may cause. The care and safety of our members is our priority.

Yours Sincerely,
Pauleen Stallard

Food Safety & Quality Assurance Director