

## Wellsies Pet Treats (Wellsies Cakes) Product Recall Procedure

**Effective Date:** 01<sup>st</sup> January 2025

**Reviewed:** 18<sup>th</sup> April 2025

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### Our Commitment

At Wellsies, we prioritise the safety and well-being of pets and customers. In the rare event that a product may pose a risk, we follow a strict recall process to act quickly, transparently and responsibly.

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#### 1) Identification of Issue

- Concerns may be raised by customers, internal quality checks, suppliers, or regulatory bodies.
  - Any complaint or issue that could relate to contamination, incorrect labelling, or spoilage is investigated immediately.
  - The product batch number, production date and any relevant ingredients are reviewed.
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#### 2) Assessment & Decision

- If the product poses any risk to pet health or safety, a recall will be issued.
  - The issue is assessed based on:
    - Severity of the risk
    - Number of products affected
    - Timeframe since sale
  - A decision to recall is made by the business owner and documented.
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#### 3) Communication

- A recall notice is issued via:
  - Social media (TikTok, Instagram, Facebook)
  - Email to affected customers (if details are available)
  - Website update (if applicable)
  - In-person signage at upcoming markets/pop-ups
- The notice includes:
  - Product name, description and batch number
  - Reason for recall
  - Health risk (if any)
  - What customers should do
  - How to return the product or get a refund

#### **4) Removal & Returns**

- All affected stock is immediately removed from sale and safely stored or destroyed.
  - Customers can return recalled items in exchange for:
    - A replacement (if safe)
    - A full refund
    - An alternative product of equal value
  - Return instructions are clearly provided.
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#### **5) Record Keeping**

- A recall log is kept including:
    - Date of issue
    - Product details
    - Number of units recalled
    - Customer communications
    - Corrective actions taken
  - This log is kept for internal records and future reference.
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#### **6) Prevention & Follow Up**

- Root cause is investigated to prevent recurrence.
  - Processes, labelling, packaging, or suppliers are reviewed and improved.
  - Any changes are documented and, where needed, shared with customers.
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#### **Contact Us**

- [Wellsiescakes@outlook.com](mailto:Wellsiescakes@outlook.com)
- TikTok & Instagram: @wellsiespettreats
- Visit our weekend Pop-Up Shop (from 18<sup>th</sup> April 2025)