



Delivering Solutions Daily

VOLUNTARY PRODUCT RETURN - URGENT

12/28/18

To: All Vice Presidents of Operations, All Plant General Managers, All Customer Service Managers, All Day Warehouse managers, All Returns Department Supervisors, Corporate Administration Manager

CC: Executive Vice President of sales, Administrative Assistant to the Executive Vice President of sales, Executive Vice President of Merchandising, Executive Vice President of Planning, Development and Administration, Senior Vice President of Merchandising, Vice President of Procurement and Inventory management, Manager of Inventory Management, John Kolovos, Joe Cortese

From: John Kolovos

RB Health Voluntary Product Return

A voluntary product recall has been issued on Durex Real Feel Condoms. Product with the corresponding Batch No. and Expiration date should be pulled from inventory and returned.

SKU	Description	Batch No.	Exp. Date
02340-89455-00	Durex Real Feel	1000289702	Jul 2020
02340-89455-00	Durex Real Feel	1000317735	Aug 2020
02340-89455-00	Durex Real Feel	1000183941	Sep 2019
02340-89455-00	Durex Real Feel	1000350794	Dec 2020

The Eby Brown material that is affected is listed below:

Material #	Product Description
946475	DUREX CONDOM REAL FEEL 3CT

A copy of the vendor’s letter notifying us of the matter is attached for your reference, which includes instructions on how to read the product label.

Customers should examine their inventory and remove affected product from their shelves immediately. Please call Eby Brown Customer service to return and receive credit for any quantities affected.

This product is carried in all of our plants. The plants have been notified and are removing affected inventory.

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