NOVARTIS

URGENT DRUG RECALL- RETAILER LEVEL
THERAFLU® POWDERS

DATE: June 18, 2013

TO: To Our Valued Customer

Novartis Consumer Health, Inc. (NCH) is voluntarily recalling **all lots and SKUs** of over-the-counter cough/cold product Theraflu® powders in the United States, which are listed in the attached table. These lots are being recalled because they contained trace amounts of impurities, which we do not believe pose safety issues. We are voluntarily recalling these lots and SKUs out of an abundance of caution and believe this recall is in the best interest of consumers who trust and rely on our products.

These products were shipped to customers between July 2, 2010 – February 13, 2012.

These actions have been communicated to the US Food and Drug Administration.

Recall Instructions

This recall is being extended to the retailer level.

Again, this recall pertains to the UPC and lot numbers of Theraflu® powders listed in the attached table.

Retailers- Please notify all of your retail stores and instruct them to check the inventory on their store shelves and back rooms and return product to you or through your reclamation center. Once you have consolidated recalled product from your stores and distribution centers, please return to Inmar using the product Return Information below.

Wholesalers-Please notify all of your sub-accounts this recall should be conducted to the retailer level and instruct them to check inventory in their warehouse/distribution centers and return product to you or through your reclamation center.

Once you have consolidated recalled product from your sub-accounts and warehouse/distribution centers, please return to Inmar using the Product Return Information provided below.

Direct Customers with No Reclamation Process (excluding sub-accounts serviced by wholesalers) – Once you have consolidated recalled product from your retail store shelves, back rooms and warehouse/distribution centers, please return to Inmar using the Product Return Information below.

Product Return:
All customers, including Rapid Recall subscribers, are requested to complete and return the attached Product Recall Response Form as soon as possible. **Receipt of the form will serve as confirmation that you have received this recall notification. The Product Recall Response Form should either be**

emailed to BRFResponse@inmar.com or faxed to 888-908-8603. For regulatory reporting purposes, it is important that you return this completed form, even if you do not have product to return.

When you have collected your inventory, you should call Inmar at 1-800-821-5293 and a "Returns Kit" will be sent to you. You can also request a "Returns Kit" on your Product Recall Response Form. This kit will include:

- Pre-Paid shipping labels & shipping instructions for small quantities (or)
- For large quantities, a toll free number and shipping instructions for pre-paid Fed Ex Itl shipments consigned to Inmar.

In addition to the NCH published list price credit, you will be reimbursed an additional 10% for shipping and handling costs. Only products in the original manufacturer's packaging are eligible for credit. **This recall applies only to the products indicated in the attached table. This voluntary recall does not affect any other NCH products. Any other products received in the return shipment that are not subject to this limited recall will be destroyed and no credit will be issued.**

NCH takes this issue seriously and is fully committed to ensuring all of our products meet the highest quality standards.

Again if you have any questions, please call your account manager directly. Thank you in advance for your assistance in this matter and for your continued support of NCH products.

Sincerely,

Roger Gravitte
Head of Sales, North America

NOVARTIS

Product Recall Response Form

Recall of all lots and SKUs of Theraflu® Powders

Date: _____

From: *Customer Name:* _____

Mailing Address: _____ *Contact Name: -*_____

_____ *Tel Number:* _____

_____

Please check all that apply:
☐ We have read and understand the recall instructions provided in the June 18, 2013 Recall Notice for Theraflu® powders SKUs
☐ We have none of the recalled product in-stock.
☐ We have the recalled product in- stock, and have placed it on hold: **Please see the attachment for all affected SKUs. Please indicate on the attachment the quantity of returned products.**
For those customers that have further shipped any of the recalled products: ☐ We have notified our consignees to advise them about this recall and included a copy of the Recall Notice.
Product Return: We would like a Returns Kit containing pre-paid shipping labels to return product directly to Inmar. We will need _____ shipping labels.

PLEASE EMAIL OR FAX COMPLETED PRODUCT RECALL RESPONSE FORM TO:
INMAR Fax - # 1-888-908-8603; Email – BRFResponse@inmar.com Questions: 1-800-821-5293