

Product Recall Notice

16/04/2025

Please be aware of a product recall on the following product.

Product Code	Product Name	Batch Code
78822	20OZ HOT CUPS	PO028104

Reason for the recall: The supplier has decided to recall the product because of the sealing at either side of the seams being compromised. This is leading to leakage which is a health and safety risk to the end consumer if the cup contains hot liquid.

What to do next & FAQ:

If we have identified you as having purchased the affected product, you will be contacted by email and letter advising you of the recall.

If you have any affected stock, please dispose of it immediately. Once you receive the letter, you simply complete the claim form and return to your delivering depot, who will arrange a credit.

I have a different batch code/product to what has been recalled, is it OK to use?

Yes, ONLY product that matches the details confirmed above is affected by this recall. If the product you have does not match this, then you are safe to continue using it.

I have used the product already, what do I do?

The risk associated with this recall is extremely low and it is being carried out as a precaution. If you or your customers experience any illness/injury then they should seek advice from their GP or 111.

I have the affected product, but I don't see there is anything wrong with it/I need to use it, can I just use the product?

We appreciate the product may look OK or that you may be left short of stock however, you must follow the instructions on the recall notice and dispose of the stock you have. We cannot accept any liability for any issues arising from customers choosing to ignore recall instructions

I have disposed of the product, but need to now re-order stock/get a replacement product

If you use Bidfood Direct, please place a new order on the platform. If you use Telesales, please call your local Telesales team to arrange a new delivery

I need some additional help or information

If you need help with regards to orders, pricing, delivery or collection – contact your local depot
If you need help or advice related to the issue of the recall – email recall@bidfood.co.uk

If you need further help or advice, please email recall@bidfood.co.uk