

Product recall notice

15/05/2025

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

Product code	Product name	Best before date or use by date	Batch code(s)
07524	Everyday Favourites Mini Mix Viennoiserie Selection	AUG 2025	L 4268 KU

Reason for the recall: The product inside contains tree nuts and egg but the outer case label states may contains tree nuts and egg. Therefore, it is a risk to anyone with an allergy to tree nuts and egg.

What to do next & FAQ:

If we have identified you as having purchased the affected product, you will be contacted by telephone 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 expiry date/batch code/product to what has been recalled, is it OK to use?

Yes, ONLY the product, best before end date and batch code that matches the details confirmed above is affected by this recall. If the product you have does not match this, or the best before end/batch code is different, then you are safe to continue using it.

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

We are taking a precautionary approach to this. 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 but it is a different product to what's declared on the outer box label and contains different allergens to what's labelled. It is therefore a risk to those with egg and tree nut allergies and should be disposed of.

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

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