UNITED PET GROUP VOLUNTARY RECALLS MULTIPLE BRANDS OF RAWHIDE CHEW PRODUCTS FOR DOGS DUE TO POSSIBLE PRODUCT CONTAMINATION

June 22, 2017

Dear Dr.,

RE: Updated Procedure’s

Our sincere apologies for any confusion the process has caused Vetoquinol and their valued customers. Because of the import challenges between Canada and the US, we have established separate channels for product returns in Canada and the US.

All for the below is permissible for this recall.

US Consumers

1. Consumers may contact United Pet Group consumer affairs directly at 1-800-432-6986 between the hours of 8:00 AM – 5:30 PM Eastern Standard Time for direction on returning the product to United Pet Group and to obtain a full refund.

1. Consumers may also contact Stericycle between the hours of 8:00 AM – 11:00 PM Eastern Standard Time at 1-855-215-4962 and identify the issue as Event # 4557 for full refund

2. Return to clinic of purchase for full refund

Vet Clinics/Retail

1. Return to Distributor of Purchase for Refund.

2. Destroy in Field- as long as accurate numbers are verified by distributor representative

Vet Distributors

1. Destroy in Field- as long as accurate numbers are verified by Vetoquinol representative

Vetoquinol US

1. Return product to Stericycle
2. Destroy in Field with Spectrum Brands confirmation
3. Contact your sales representative for refund/credit

This recall is for Enzadent and Dentahex product produced after June 1st, 2016 and expires before 5/31/2022.
Below is any additional Stericycle information you might need.

- Please contact Stericycle at 1-855-215-4948 to coordinate the pickup and removal of product from your facility for product in the US only. If arranging pickup of product, freight will be prepaid by Stericycle. Alternately, you may arrange shipment of the product directly to Stericycle at the following address:

  Stericycle, Inc.
  Attn: Event 4557
  2670 Executive Dr., Suite A
  Indianapolis, IN 46241

- Dock hours are 8 AM – 4:30 PM Monday – Friday. If delivery costs are incurred, please include a reference to Event # 4557 on the shipment form.

Once again, we sincerely apologies for the issues and hope the above options are satisfactory for Vetoquinol and your valued customers.

Regards,

General Manager- Pet Canada