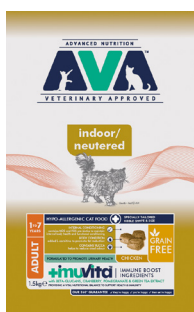


VOLUNTARY RECALL OF INDOOR, SENIOR, MATURE AVA DRY CAT FOOD VARIETIES

Dear AVA customer,

We are sorry to inform you that we are recalling these AVA products from our range of dry cat food:



AVA Adult Cat
Indoor / Neutered 1.5kg
CODE: 7120407



AVA Senior Cat
Chicken 2kg
CODE: 7120402



AVA Mature Cat
Chicken 2kg
CODE: 7120400



AVA Mature Cat
Chicken 4kg
CODE: 7120401

If you have any of these products at home please do not feed them to your cat. Instead please dispose of the contents and return the packaging to any Pets at Home store for a full refund.

An investigation has revealed that, in the four affected products, the level of thiamine (vitamin B1) was much lower than we had specified. Testing confirmed only these four products are affected.

We are aware of three cats which, sadly, became seriously unwell four to six weeks after switching to one of the affected products and required veterinary care. All three cats exhibited symptoms of sudden collapse, fitting, widespread twitching and general unsteadiness which are not the classic symptoms of thiamine deficiency.

As pet lovers ourselves we recognise that you will be concerned about your own cat. If you have concerns that your cat may be showing any of these symptoms after switching to one of the four affected products then you should stop feeding and seek immediate veterinary advice. You can also contact one of our customer advisers on 0800 328 4204 for general advice. They will be pleased to help.

For everyone at Pets at Home the safety and wellbeing of your pet is our top priority. This is why we have taken immediate action to safeguard your cat; we always put pets first. We deeply regret that this action was necessary and apologise for any distress it may have caused.

Our colleagues in store will be happy to advise you on an alternative diet for your cat while these issues are resolved with our suppliers.

Just ask