

# Stella & Chewy's Voluntary Recall Notice

Saturday, July 4th, 2015 at 9:30 pm

July 4, 2015

Dear Valued Customers:

On Thursday, Stella & Chewy's was notified by the Maryland Department of Agriculture (MDA) that it issued a stop sale order on a single lot of Chewy's Chicken Freeze-Dried Dinner Patties for Dogs, 15 oz. bags (Lot # 111-15) because MDA detected *Listeria monocytogenes* in the product. There were no reported pet or human illnesses associated with this recall. Since learning this news, we have been working quickly to review the situation to find answers to the important questions on our customers' minds. As a precautionary measure, we are voluntarily recalling all products from Lot # 111-15 which are listed below.

Furthermore, while they have not tested positive for *Listeria monocytogenes*, in an abundance of caution, we are also voluntarily recalling a number of products that may have been exposed to the affected lot (please see the second chart below). The health and safety of our customers and their pets is always of the utmost importance to us. We are accountable for every dinner and treat we make and recognize that we have an important obligation to provide customers with the quality products they deserve and have come to expect from us over the years. Please see below for additional details about our recall actions and please don't hesitate to contact us if you have any questions.

Sincerely,

Jen Guzman

Chief Executive Officer

## QUESTIONS

### What products and lot numbers are being voluntarily recalled by Stella & Chewy's?

As a precautionary measure, we are voluntarily recalling all products from Lot # 111-15 including:

Product Description/Size/UPC/Lot #/Use By Date

Freeze-Dried Chewy's Chicken Dinner for Dogs /15oz/UPC: 186011000045/Lot: 111-15 and Use By Date: 4/23/2016

Freeze-Dried Chewy's Chicken Dinner for Dogs /15oz/UPC: 186011000045/Lot: 111-15 and Use By Date: 4/26/2016

Freeze-Dried Chick, Chick, Chicken Dinner for Cats/12oz/UPC: 186011000434/Lot: 111-15 and Use By Date: 4/29/2016

Freeze-Dried Chick, Chick, Chicken Dinner for Cats/12oz/UPC: 186011000434/Lot: 111-15 and Use By Date: 5/3/2016

Carnivore Crunch – Turkey Recipe/3.25oz/UPC: 186011001103/Lot: 111-15 and Use By Date: 5/3/2016 and 5/4/2016

Frozen Duck Duck Goose Dinner Morsels for Dogs/4lb/UPC: 186011001394/Lot: 111-15 and Use By Date: 4/21/2016

Frozen Chewy's Chicken Dinner Morsels for Dogs/4lb/UPC: 186011001387/Lot: 111-15 and Use By Date: 4/21/2016

Frozen Surf 'N Turf Dinner Patties for Dogs/6lb/UPC: 186011000533/Lot: 111-15 and Use By Date: 4/21/2016

Frozen Chewy's Chicken Dinner Patties for Dogs/6lb/UPC: 186011000120/Lot: 111-15 and Use By Date: 4/21/2016

Frozen Chewy's Chicken Dinner Patties for Dogs/3lb/UPC: 186011000038/Lot: 111-15 and Use By Date: 4/21/2016

Moreover, while the below listed product has not tested positive for *Listeria monocytogenes*, in an abundance of caution, we are also recalling the following products which may have come into contact with the affected lot:

Product Description/Size/UPC/Lot #/Use By Date

Freeze-Dried Chick, Chick, Chicken Dinner for Cats/12oz/UPC: 186011000434/Lot: 104-15 and Use By Date: 4/23/2016

Freeze-Dried Chick, Chick, Chicken Dinner for Cats/12oz/UPC: 186011000434/Lot: 109-15 and Use By Date: 4/29/2016

Freeze-Dried Tantalizing Turkey Meal Mixers/18oz/UPC: 186011000229/Lot: 105-15 and Use By Date: 5/3/2016

Freeze-Dried Tantalizing Turkey Meal Mixers/18oz/UPC: 186011000229/Lot: 113-15 and Use By Date: 5/3/2016

Freeze-Dried Tantalizing Turkey Meal Mixers/9oz/UPC: 186011000205/Lot: 105-15 and Use By Date: 5/3/2016

Carnivore Crunch – Chicken Recipe/3.25oz/UPC: 186011001080/Lot: 110-15 and Use By Date: 5/3/2016

Freeze-Dried Chewy's Chicken Dinners for Dogs/15oz/UPC: 186011000045/Lot: 114-15 and Use By Date: 4/26/2016

Freeze-Dried Tummy Ticklin' Turkey Dinner for Cats/12oz/UPC: 186011000663/Lot: 114-15 and Use By Date: 5/4/2016

Freeze-Dried Tummy Ticklin' Turkey Dinner for Cats/12oz/UPC: 186011000663/Lot: 115-15 and Use By Date: 5/4/2016

Freeze-Dried Salmon & Chicken Dinner for Cats/12 oz/UPC: 186011000403/Lot: 107-15 and Use By Date: 4/23/2016

**Why were the products recalled?**

*Listeria monocytogenes* was discovered in a package of product during surveillance testing by the Maryland Department of Agriculture. As an extra precautionary measure, we chose to expand the recall list to include products that may have been exposed to the affected lot.

**What is Listeria and what are the symptoms?**

*Listeria monocytogenes* is an organism, which can cause serious and sometimes fatal infections in young children, frail or elderly people, and others with weakened immune systems. Although healthy individuals may suffer only short-term symptoms such as high fever, severe headache, stiffness, nausea, abdominal pain and diarrhea, Listeria infection can cause miscarriages and stillbirths among pregnant women. Animals that become ill with *Listeria* could display symptoms similar to the ones listed above for humans.

**What do I do if I believe my pet has been exposed Listeria?**

People who have concerns about whether their pet has been exposed to Listeria should contact their veterinarian.

**Where are the products sold?**

The products included on the recall list above were sold throughout the U.S. to wholesale distributors and retail stores for resale to consumers. The recalled products were not made available in Canada. The best way to determine if you have a product included in the recall is to compare the product description and bag size located on the front of the bag, and the UPC #, the lot code, and use by date located on the back of the bag, with the two charts provided above. People who have purchased these products are advised to dispose of the food or return it to the place of purchase for a full refund.

**What is Stella & Chewy's doing to correct the situation?**

As a precautionary measure, we have issued a voluntary recall of the entire affected lot as well as additional product that could have been exposed to the affected lot, and we are working collaboratively with the FDA to further investigate and address the situation. Furthermore, we have engaged an outside third-party expert to conduct a root cause analysis and ensure appropriate corrective actions are taken.

**Does Stella & Chewy's test for Listeria?**

Yes, we conduct environmental testing for Listeria which is the recommended method.

**Does High Pressure Processing (HPP) eliminate the risk of Listeria?**

Yes, scientific studies show that HPP inactivates Listeria, however, this product had further processing after the HPP process and may have been affected elsewhere in the manufacturing environment.

**Who do I contact if I have further questions or concerns?**

For any inquiries, you may contact us at [info@stellaandchewys.com](mailto:info@stellaandchewys.com) or 888-477-8977.