

**Publish Date: 14/01/2020 at 4pm**

**Second Update: 16/01/2020 at 10am – please refer to new products added in red**

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## **Black Hawk Recall: Statement from Masterpet**

The quality of our products and the health of pets is paramount. As part of our ongoing quality control processes, we have discovered an issue with specific batches of Black Hawk that were manufactured last year, resulting in mould developing in some batches of our products.

Our supply partner has informed us that during their manufacturing process there have been non-conforming products that are out of our manufacturing specifications. This breakdown in process allowed for a higher than normal moisture level to be present in the final kibble and after the product has been packaged this has allowed mould to develop in some bags.

We have identified the batches that have been affected and can confirm that it impacts the products and best before dates listed on the following page.

We have made the decision to **VOLUNTARILY AND IMMEDIATELY RECALL** all the listed products from the market to ensure that we can deliver on the quality expectations of our Black Hawk customers and their pets.

### **REQUIRED ACTIONS**

- **If your product matches the disclosed best before dates listed below, stop feeding it to your pet immediately.**
- Return the product to your place of purchase, where your retailer will provide you with a replacement bag of food.

If your dog has consumed product from these batches, it is likely that they will not be impacted. However, should your dog show any signs of illness such as diarrhoea or vomiting, we recommend you contact your vet and notify us through our customer service team.

To date we have had no reports of illness in any animals and if product is affected the mould is obvious to consumers and pet parents. If you have any further questions or concerns, please contact us by phone on **1300 654 279** or via email **customer.service@masterpet.com.au** you can also visit our website where you will find further details at [www.blackhawkpetcare.com.au](http://www.blackhawkpetcare.com.au)


### **List of products affected**

<b>Product</b>	<b>Best Before Date</b>	<b>Announcement Date</b>
BH311 Black Hawk Adult Chicken and Rice 3kg	BB 03/02/2021	Announced Tuesday 14 January, 2020
	BB 04/02/2021	Announced Tuesday 14 January, 2020
	BB 05/02/2021	Announced Tuesday 14 January, 2020
	BB 06/02/2021	Announced Tuesday 14 January, 2020

	BB 17/02/2021	Announced Tuesday 14 January, 2020
	BB 17/04/2021	Announced Tuesday 14 January, 2020
	BB 18/05/2021	Announced Tuesday 14 January, 2020
BH102 Black Hawk Adult Chicken and Rice 10kg	BB 02/02/2021	Announced Tuesday 14 January, 2020
	BB 03/02/2021	Announced Tuesday 14 January, 2020
	BB 04/02/2021	Announced Tuesday 14 January, 2020
	BB 05/02/2021	Announced Tuesday 14 January, 2020
	BB 06/02/2021	Announced Tuesday 14 January, 2020
	BB 17/2/2021	Announced Tuesday 14 January, 2020
	BB 18/2/2021	Announced Tuesday 14 January, 2020
	BB 19/2/2021	Announced Tuesday 14 January, 2020
	BB 20/2/2021	Announced Tuesday 14 January, 2020
	BB 14/04/2021	Announced Tuesday 14 January, 2020
	BB 15/04/2021	Announced Tuesday 14 January, 2020
	BB 16/04/2021	Announced Tuesday 14 January, 2020
	BB 18/05/2021	Announced Tuesday 14 January, 2020
	BB 19/05/2021	Announced Tuesday 14 January, 2020
	BH204 Black Hawk Adult Chicken and Rice 20kg	BB 02/02/2021
BB 03/02/2021		Announced Tuesday 14 January, 2020
BB 04/02/2021		Announced Tuesday 14 January, 2020
BB 05/02/2021		Announced Tuesday 14 January, 2020
BB 06/02/2021		Announced Tuesday 14 January, 2020
BB 17/2/2021		Announced Tuesday 14 January, 2020
BB 18/2/2021		Announced Tuesday 14 January, 2020
BB 19/2/2021		Announced Tuesday 14 January, 2020
BB 20/2/2021		Announced Tuesday 14 January, 2020
BB 21/2/2021		Announced Tuesday 14 January, 2020
BB 14/04/2021		Announced Tuesday 14 January, 2020
BB 15/04/2021		Announced Tuesday 14 January, 2020
BB 16/04/2021		Announced Tuesday 14 January, 2020
BB 17/04/2021		Announced Tuesday 14 January, 2020
BB 16/05/2021		Announced Tuesday 14 January, 2020
BB 17/05/2021		Announced Tuesday 14 January, 2020
BB 18/05/2021		Announced Tuesday 14 January, 2020
BB 19/05/2021		Announced Tuesday 14 January, 2020
BH310 Black Hawk Adult Lamb and Rice 3kg	BB 10/04/2021	Announced Tuesday 14 January, 2020
	BB 22/04/2021	Announced Thursday 16 January, 2020
BH101 Black Hawk Adult Lamb and Rice 10kg	BB 05/04/2021	Announced Tuesday 14 January, 2020
	BB 06/04/2021	Announced Tuesday 14 January, 2020
	BB 07/04/2021	Announced Tuesday 14 January, 2020
	BB 08/04/2021	Announced Tuesday 14 January, 2020
	BB 09/04/2021	Announced Tuesday 14 January, 2020
	BB 10/04/2021	Announced Tuesday 14 January, 2020
	BB 11/04/2021	Announced Tuesday 14 January, 2020
	BB 18/04/2021	Announced Thursday 16 January, 2020
BH205 Black Hawk Adult Lamb and Rice 20kg	BB 04/04/2021	Announced Tuesday 14 January, 2020
	BB 05/04/2021	Announced Tuesday 14 January, 2020
	BB 18/04/2021	Announced Thursday 16 January, 2020
	BB 02/05/2021	Announced Thursday 16 January, 2020

Black Hawk Adult Large Breed Chicken and Rice 20kg	BB 03/03/2021	Announced Tuesday 14 January, 2020
	BB 04/03/2021	Announced Tuesday 14 January, 2020
	BB 01/04/2021	Announced Tuesday 14 January, 2020
	BB 26/04/2021	Announced Tuesday 14 January, 2020
	BB 27/04/2021	Announced Tuesday 14 January, 2020
	BB 28/04/2021	Announced Tuesday 14 January, 2020
	BB 23/05/2021	Announced Tuesday 14 January, 2020
	BB 24/05/2021	Announced Tuesday 14 January, 2020
	BB 25/05/2021	Announced Tuesday 14 January, 2020
Black Hawk Puppy Large Breed Chicken and Rice 20kg	BB 13/02/2021	Announced Tuesday 14 January, 2020
	BB 14/02/2021	Announced Tuesday 14 January, 2020
	BB 15/02/2021	Announced Tuesday 14 January, 2020
	BB 04/06/2021	Announced Thursday 16 January, 2020
Black Hawk Adult Fish & Potato 20kg	BB 19/04/2021	Announced Thursday 16 January, 2020
	BB 06/05/2021	Announced Thursday 16 January, 2020
	BB 07/05/2021	Announced Thursday 16 January, 2020
	BB 22/05/2021	Announced Thursday 16 January, 2020
	BB 23/05/2021	Announced Thursday 16 January, 2020
Black Hawk Adult Fish & Potato 10kg	BB 21/04/2021	Announced Thursday 16 January, 2020
	BB 07/05/2021	Announced Thursday 16 January, 2020
	BB 22/05/2021	Announced Thursday 16 January, 2020
Black Hawk Adult Fish & Potato 3kg	BB 22/04/2021	Announced Thursday 16 January, 2020
	BB 11/05/2021	Announced Thursday 16 January, 2020
	BB 25/05/2021	Announced Thursday 16 January, 2020
	BB 26/05/2021	Announced Thursday 16 January, 2020

## Frequently asked questions:

<p>Where can I find the expiry date?</p>	
<p>I bought an affected product from Best Friends – what do I do?</p>	<p>If your product matches the disclosed product and best before dates, stop feeding it to your pet immediately.</p>

	Return the product to Best Friends and we will give you a replacement bag.
I don't have a receipt – but I have the bag and it has been affected – what do I do?	If you have scanned your VIP card when purchasing we can verify your purchase on our system and give you a replacement bag or refund. If you did not scan your card, please call the store you bought it from to discuss further.
The link to the BlackHawk or Masterpet website isn't working – what do I do?	Try these links or contact Masterpet directly <ul style="list-style-type: none"> <li>• <a href="https://blackhawkpetcare.com/au/black-hawk-dog-food-voluntary-product-recall-australia">https://blackhawkpetcare.com/au/black-hawk-dog-food-voluntary-product-recall-australia</a></li> <li>• <a href="http://masterpet.com/black-hawk-voluntary-recall-january-2020/">http://masterpet.com/black-hawk-voluntary-recall-january-2020/</a></li> </ul>
My pet is sick and they ate some affected food – what do I do?	<ul style="list-style-type: none"> <li>• Contact your vet</li> <li>• Notify Masterpet through their customer service team on 1300 654 279 or via email <a href="mailto:customer.service@masterpet.com.au">customer.service@masterpet.com.au</a></li> </ul>
Will any more batches be recalled?	<ul style="list-style-type: none"> <li>• There have been 2 announcements, we will advise all customers if there are any further.</li> </ul>

## **If you have any further questions, please contact:**

**Masterpet Customer Service:**

1300 654 279 or via email [customer.service@masterpet.com.au](mailto:customer.service@masterpet.com.au)

**Or call your local BestFriends Pets store:**

<https://www.bestfriendspets.com.au/store-locator>