



Brussels, **XXX**
[...](2024) **XXX** draft

ANNEX

ANNEX

to the Commission Implementing Regulation (EU) .../..

of XXX

laying down rules for the application of Regulation (EU) 2023/988 of the European Parliament and of the Council as regards establishing the template for a recall notice

Company logo
(optional)

Product Safety Recall

Date

[COMPANY NAME] RECALLS [PRODUCT]

Insert picture(s) of product & a graphical indication of where to find identification numbers (if applicable)

For the online version of the recall notice, it is important that essential information contained in the picture, especially if it is needed to identify the recalled product, is also available in a written format that is machine-readable.

Include clear description of the recalled product, including PRODUCT IDENTIFICATION INFORMATION:

- Name and brand of the product
- Product identification numbers, such as batch and serial number and, if applicable, graphical indication of where to find them on the product
- Information on where, when and by whom the product was sold (if available)

WHY IS THIS PRODUCT DANGEROUS?

- Clearly state the hazard the product poses and why
- Don't use any terms or expressions that may decrease consumers' perception of risk, for example "voluntary"/ "precautionary"/ "discretionary", "in rare/specific situations" or by indicating that there have been no reported accidents

WHAT TO DO

- Instruct consumers to stop using the recalled product immediately
- Clearly explain the action consumers should take (for example, return to point of sale, schedule appointment for in-house pick-up/repair)

REMEDIES FOR CONSUMERS

- Clearly describe the remedies available to consumers among the following: repair, replacement, or refund (in accordance with Article 37 of Regulation 2023/988)
- Indicate whether additional incentives (for example discounts or vouchers) are available

CONTACT

- Provide the address of an interactive online service (such as a website with a contact form, or an email address) and/or free phone number where consumers can get more information in relevant official language(s) of the Union.

SPREAD THE NEWS: Tell your friends and family about this recall!

Logo of market surveillance authority if recall follows a compulsory measure (optional)

Company logo
(optional)

Product Safety Recall

Date

[APOLOGY (OPTIONAL)]

[LINKS TO SOCIAL MEDIA / WEBSITE (OPTIONAL)]

[QR CODE or other technical solution leading to recall page / more information
(OPTIONAL)]

SPREAD THE NEWS: Tell your friends and family about this recall!

Logo of market surveillance
authority if recall follows a
compulsory measure (optional)