Martin & Pleasance
Natural Health & Wellbeing
Since 1855

7 Rocklea Drive
Port Melbourne VIC 3207
+61 3 9427 7422
ABN: 67 097 455 314
www.martinandpleasance.com

MARTIN & PLEASANCE
CRITICAL PRODUCT RECALL
Date: 15/10/2026
To: All Martin & Pleasance Customers, Retailers and Distributors

Subject: CRITICAL PRODUCT RECALL – Ki Cold & Flu Products Containing Andrographis
Affected Products:

- **Ki Cold and (&) Flu Attack** – AUST L 232541
- **Ki Cold & Flu Day / Night Formula** – AUST L 299705

Affected Batches: All batches within expiry
TGA Recall Reference: D26-5005612

Dear Valued Customer,
At Martin & Pleasance, the safety and wellbeing of our customers is our highest priority. Following regulatory changes announced by the Therapeutic Goods Administration (TGA), Martin & Pleasance is undertaking a voluntary recall of the above products containing *Andrographis paniculata* (Andrographis), subject to TGA agreement.
The TGA has removed Andrographis from the permissible ingredients list for new listed medicines due to ongoing safety concerns, including reports of severe allergic reactions and anaphylaxis.
Anaphylaxis is a serious, potentially life-threatening allergic reaction that can occur without warning, including in individuals who have previously used products containing Andrographis without experiencing any adverse effects.

What action is required?
We ask all retailers and distributors to take the following steps:

1. **Immediately cease selling or supplying** the affected products.
2. **Identify and quarantine all remaining stock** of the products listed above, across all batches within expiry.
3. **Complete and return the attached Customer Response Form**, even if you no longer hold any affected stock.
4. **Arrange the return of affected stock** through your Martin & Pleasance Territory Manager or via our Reply Paid return service.

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5. Ensure all relevant team members are informed of this recall.
6. If you have supplied these products to another retailer or organisation, please forward this notification to them.
7. Display this recall notice prominently for at least one month and display the accompanying consumer Public Notice in-store.

Returning Stock and Receiving Credit
Martin & Pleasance will accept returns of the affected Ki Cold & Flu products.
Stock can be returned through either of the following options:

- **Territory Manager:** Contact your Martin & Pleasance Territory Manager to arrange the collection or return of affected stock.
- **Reply Paid:** Return affected stock using our Reply Paid service.

Reply Paid Address:
Martin & Pleasance
REPLY PAID 2054
SOUTH MELBOURNE VIC 3205
Please include your completed Customer Response Form with the returned stock.
Once the returned stock has been received and reconciled, a credit will be issued to your account for the eligible returned products.

Advice for Consumers
Consumers who have purchased either affected product should stop using it immediately and return it to their place of purchase for a refund.
If a person is suspected of experiencing anaphylaxis, seek emergency medical assistance immediately by calling **000**.

Customer Service and Enquiries
For assistance with stock returns, credits or any questions regarding this recall, please contact:

Martin & Pleasance Customer Service
Email: customerservice@mandp.com.au
Phone: **03 9427 7422**

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We sincerely apologise for any inconvenience this recall may cause and appreciate your cooperation and understanding.

Martin & Pleasance remains committed to the safety of our customers and to maintaining the highest standards of product quality and regulatory compliance.

Thank you for your continued support.

Kind regards,



Richard Holyman
Chief Executive Officer

Martin & Pleasance Pty Ltd
7 Rocklea Drive
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Attachments: Customer Response Form and Consumer Public Notice