MARTIN & PLEASANCE

CUSTOMER RESPONSE FORM

TGA Recall Reference: D26-5005612
Date: 15/10/2026

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

1. Customer Acknowledgement

On behalf of our organisation, I acknowledge receipt of the Martin & Pleasance product recall notice relating to the products listed above.

Please complete this form even if you have no affected

stock. Customer Details **Information**

Business / Organisation Name

M&P Account Number (if known)

Store / Branch Name

Contact Person

Position

Email Address

Contact Phone Number

Date

Signature

2. Affected Stock Declaration

Please tick the appropriate box:

- ☐ We have **NO affected stock** remaining.
- ☐ We **HAVE affected stock**, which has been removed from sale and quarantined.

If you have affected stock, please complete the table below.

Product	Batch / Lot / Expiry	Quantity Received	Quantity Currently Quarantined
Ki Cold & Flu Attack			
Ki Cold & Flu Day / Night Formula			
Additional stock			
TOTAL			

3. Distribution to Other Organisations

Has your organisation supplied or transferred any afected products to another business, retailer or distributor?

- ☐ No
- ☐ Yes – We will forward the recall information to the relevant organisations.
- ☐ Yes – Please find the relevant organisation details below.

Organisation Name: _____

Contact Person: _____

Email / Phone: _____

4. RENER HEALTH PRODUCT PURCHASES - RETURNS PROCESS:

If consumers return affected product to your premises, please follow the consumer returns instructions in the recall notice. Record the number of consumer returns for reconciliation purposes.

1. Complete this Customer Acknowledgement and Stock Declaration Form, even if you do not have any affected stock
2. Submit your form via MyRener Recall Returns Upload. The Customer Service Team at Rener Health products will respond with further instructions to return further stock. All credits will be processed once returned stock has been assessed. A credit will be placed on your Rener Health products account.

Additional Details: _____

5. Additional Comments

Please provide any further information relevant to the recall or stock return.

For any further assistance, please contact our Customer Service team.

Thank you for your prompt attention and cooperation.

Richard Holyman



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