

NUTRICIA NOTIFICATION

01 August 2013 - Product Alerts

Dear members,

As you may be aware, Nutricia, the manufacturers of Karicare Infant Formula are currently recalling 2 of its products in New Zealand; Karicare Infant Formula Stage 1 and Karicare Gold + Follow On Formula Stage 2. Costco has received confirmation from Nutricia, that this Recall affected certain batches produced and sold **ONLY in New Zealand**.

As a result, **no product sold in Australia is captured by this Recall action**.

The manufacturer has issued the notification below to assist with answering any of your queries.

[Click here](#)

Customers are also being directed to contact the manufacturer directly as follows, with any queries.

Emergency Careline Number: +64 21 550 487 or 1800 060 057

Karicare Customer Careline (AU): 1800 258 268

Or www.nutricia.com.au

HAPPY COW LIGHT PORTIONS 360G

01 July 2013 - Withdrawals

Please be advised that **HAPPY COW LIGHT PORTIONS 360g** is being voluntarily withdrawn by Costco, as it does not meet our stringent quality standards and may exhibit signs of mould.

If you have been affected by this withdrawal, you have been contacted via email. Please discard the item you purchased and follow the instructions on the correspondence you received with regards to obtaining a refund.

This notification is being issued as a precautionary measure, as there can be no compromise when it comes to product quality or the satisfaction of our members.

We thank you for your patronage and sincerely apologise for any inconvenience caused.

OVER AND BACK OSLO DINNERWARE SET

12 June 2013 - Withdrawals

PRODUCT WITHDRAWAL NOTIFICATION Over and Back OSLO Dinnerware Set, Item Number 253427

Dear Valued Member,

Our records indicate that you recently made a purchase of the item pictured below.

Please be advised that the **Over and Back OSLO Dinnerware Set** is being voluntarily withdrawn by Costco Wholesale Australia Pty Ltd, because it was identified that a very small portion of the mugs may crack when hot water is added.



There have been no reports of anyone being injured. The voluntary withdrawal is a precautionary measure as there can be no compromise when it comes to product quality or the health and safety of our consumers.

In keeping with this action, you may return the product to your nearest Costco store for a full refund should you choose.

Thank you for shopping with us.

Yours sincerely

Rick Woods
General Merchandise Manager
Costco Wholesale Australia

901594 NATURES MARK ROTATING SNOWMAN

07 April 2013 - Recalls

PRODUCT RECALL NOTIFICATION

901594 Natures Mark Rotating Snowman

Dear Valued Member,

Our records indicate that you recently made a purchase of the Natures Mark Rotating Snowman with item number 901594.

Please be advised that product is being voluntarily recalled by Costco Wholesale Australia Pty Ltd, due to the potential for the on/off switch to overheat while in use.

There have been no reports of any injuries or property damage. The voluntary recall is a precautionary measure as there can be no compromise when it comes to product quality or the health and safety of our consumers.

In keeping with this action, we ask that you please return the product to your nearest Costco store for a full refund.

More information on this recall can be accessed via Costco Australia's website
<http://costco.com.au/Recalls/index.shtml>

Thank you for shopping with us and we sincerely apologise for any inconvenience caused.

Yours sincerely

Rick Woods

General Merchandise Manager

Costco Wholesale Australia

ALLIGATOR BRAND VEAL RAVIOLI 2X500G

01 April 2013 - Recalls

Costco Wholesale Australia wishes to advise that **Alligator Brand Veal Ravioli 2x500g** with **Use By dates up to and including 08/05/13** are being recalled nationally by the manufacturer, Australasian Pty Ltd, due to the presence of an undeclared allergen (Soy).

In keeping with this action, should you have a soy allergy/intolerance and have any product captured by this recall, please do not consume. You may have also frozen product, so please be sure to check your freezer. Product is safe to consume for individuals who do not suffer from a soy allergy/intolerance.

Please return product with proof of purchase on your next visit to Costco, to receive a full refund.

We thank you for your patronage and sincerely apologise for any inconvenience caused.

U.S. DIVERS YOUTH SNORKELING MASK

01 April 2013 - Recalls

Costco advises that **U.S. Divers Youth Snorkeling Sets** in medium blue (Item #543584) include a mask that in certain cases of use, such as diving into a pool, may cause the lens to shatter, posing a laceration hazard to the user. **However, not all masks are affected.**



What to do:

1. Please inspect your mask as per the above instructions. If your mask has the silver wave logo on the frame then no action is necessary.
2. If your mask **does not** have the silver wave logo on the frame, it will be necessary to return the mask to Aqua Lung Australia for a replacement. Please call **(03) 9369 1992** to arrange your replacement mask.
3. Alternatively, you may return the mask captured by this recall to your nearest Costco warehouse for a full refund.

Please be advised that although the mask without the silver wave logo has passed all industry standards for tempering, and the packaging included a warning not to dive into water while wearing the mask, we feel that the prudent thing to do is voluntarily recall the mask as there can be no compromise when it comes to the safety of consumers.

U.S Divers (Aqua Lung Australia) and Costco apologize for any inconvenience this may have caused.

JINDI DAIRY CHEESE PRODUCTS

22 January 2013 - Recalls

PRODUCT RECALL NOTIFICATION

JINDI DAIRY CHEESE PRODUCTS

Dear Valued Member,

Our records indicate that you recently made a purchase of one or more of the JINDI DAIRY CHEESE PRODUCTS, listed below from one of our stores.

Costco Wholesale Australia advises that the following JINDI DAIRY CHEESE PRODUCTS sold by Costco, with the following date codes are being recalled nationally by Lactalis Jindi Pty Ltd due to potential microbial contamination (*Listeria* spp).

[Jindi-Dairy](#)

Consumers should not eat these products. Anyone concerned about their health should seek medical advice.

In keeping with this action, should you have any product captured by this recall, please visit the membership counter next time you shop to receive a full refund on this item. Please note that you do not need to return the product to receive a refund.

For more information relating to this recall please contact Lactalis Jindi Pty Ltd on their consumer information line 1800 680 175.

Thank you for shopping with us and we sincerely apologise for any inconvenience.

Yours sincerely

Terry McWilliam

Assistant General Merchandise Manager

Costco Wholesale Australia