

AARK DISPLAY LIMITED

RECALL POLICY

1. IDENTIFICATION OF AFFECTED PRODUCT

Determine the specific product(s) that require recall, including batch numbers and any other identifying information.

2. REASON FOR THE RECALL

Clarify the reason for the recall whether there is a safety concern, quality issue, regulatory non-compliance, or any other specific factor that necessitates the recall.

3. NOTIFICATION OF RETAIL OUTLET(S)

Immediately contact all retail outlets that have received the affected product(s). Provide detailed information about the recall, including the reason for the recall, potential hazards, any other relevant explanatory information, including potential instance.

4. STOP USE

Instruct retail outlets to immediately stop using the Point-of-Sale materials supplied and to remove them from the store floor, keeping them in a safe place in the warehouse area.

5. COMMUNICATION PLAN

Develop a clear and concise communication plan to explain to the client and retailer initial findings/observations about the problem plus initial options for a remedial plan, and potential preliminary timeframe.

6. REPLACEMENT/REPAIR/REFUND POLICY

Establish a procedure for the return of the product(s), or replacement, repair or refund. Ensure that all organisation and costs associated with the recall are attributed to the party liable for the recall.

AARK DISPLAY LTD | COMPANY NO. 08169330 | VAT NO. 140 3574 39

REGISTERED ADDRESS: THIRD FLOOR, STAVELEY HALL DRIVE | STAVELEY, CHESTERFIELD | DERBYSHIRE | ENGLAND | S43 3TN

UNIT B & C | THE WHITTLE ESTATE | CAMBRIDGE ROAD WHETSTONE | LEICESTER | LE8 6LM WEB:

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7. CO-ORDINATION WITH ANY REGULATORY AUTHORITIES AND OTHER INTERESTED PARTIES

Comply with any regulatory/ client requirements linked to the recall. Notify relevant authorities/clients and fully co-operate with any investigations or inquiries.

8. CORRECTIVE ACTION PLAN

Determine the root cause of the issue and implement corrective action to prevent similar incidents in the future. This may involve redesigning the product, improving manufacturing processes or enhancing quality control procedures.

9. DOCUMENTATION

Maintain thorough records including photographic evidence of the recall process, including communications with clients and retail outlets, regulatory authorities and any corrective actions taken.

10. FOLLOW UP

Monitor the effectiveness of the recall and follow up with clients and retail outlets to ensure compliance and satisfaction with the resolution process. Provide updates as necessary until the recall is successfully completed.

11. POST-RECALL EVALUATION

Conduct a comprehensive review of the recall process to identify areas for improvement and to strengthen future recall process.

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12. PUBLIC RELATIONS MANAGEMENT

Manage public relations effectively throughout the recall process to minimise damage to the Company's reputation and to maintain transparency and trust with clients and retailers.

NOTE: *The recall procedure should be executed promptly, with the primary focus being on ensuring the safety and satisfaction of clients, retailers and the general public, whilst complying with all relevant guidelines and regulations.*

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