



# Recall – Questionnaire

## General information

Name of Company:

If more than one company please attach one questionnaire per company

## Product information:

Type of product:	Annual Sales	Sold To (area/country)
1)		
2)		
3)		
4)		
5)		

## Distribution system

Does the company have an external distribution system?

If yes; Please describe in detail the distribution system.

## Outside suppliers

What percentages of your products are made of outside suppliers?

Please describe:

Do your outside suppliers have recall policies:

If yes, please describe;

## Customers/Contractual parties

Do you have any contracts which recommend any recall cover?

If yes, please attach



**New products**

Do you currently plan to introduce or manufacture new products within the next year
If yes; Please describe as above.

**Quality control measures**

**Quality control**

Do you have implemented measures for quality control with a view to avoiding claims and recalls?
If yes; describe in detail the actual measures and include the actual assurance plans.

**Contracts**

Do you have special contracts or delivery terms?
If yes; Please describe and include the actual contracts

**Batching or product records**

Do you presently maintain batch or product records, serial numbers or copies of guarantee cards which would facilitate tracing the whereabouts of products being recalled?
If yes; Please provide a detailed explanation specifically indicating how long such records are retained
If no; How long can you trace your products once they have left your care, custody or control?
How long has the actual batching or product record system been in effect?

**Recall plan**

Does the company have a recall plan?
If yes; Please describe a detailed explanation and provide a copy:
How long has the actual recall plan been in effect?

**Recall system**

Do you currently have in place a method to readily convert your sales or distribution system to facilitate the recall of your products?
If yes; please provide a detailed explanation

## Claims

### Former recalls:

Have any of your products ever been recalled or withdrawn?	
If yes, please supply the following details:	
1) Name of the product involved:	2) Specific reasons for the recall:
3) Date of recall:	4) Means used to recall product:

### Former claims:

Have any of your sold products ever caused claims?		
If yes; please describe in detail and attach at least the following information:		
Date:	Product:	Reason for claim:
Claim:	Damage:	Cost:

### Actual claims

Are you or any of your employees aware of any facts or situation which might give rise to a claim?
If yes; Please provide a detailed explanation.

## Signature

Name	Title	Place	Date
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