Product recall: Fazer Confectionery withdraws in Finland a batch of Karl Fazer Crunchy 55 g chocolate countlines as a precaution

Fazer Confectionery withdraws a batch of Karl Fazer Crunchy 55 g chocolate countlines as the products may include lubricant that is used on the production line of the aforesaid product. The lubricant in question is approved for use in the production of food products and for occasional contact with food products. An upper limit for the concentration of the lubricant in food products has been set. As it is not possible to verify the concentration of the lubricant in the products by analysis, the products are withdrawn as a precaution. The lubricant is tasteless and odourless, and hence it is not possible to detect the lubricant in the product sensorially.

The product recall regards the following batch:

Karl Fazer Crunchy 55 g chocolate countline  
Best before date 19.8.2024

It is our outmost priority that consumers may trust the high quality of our products and we apologise for what has occurred. We will refund for the products that have been purchased. Customers are kindly advised to submit a complaint at our web service www.fazer.fi/asiakaspalvelu. Please attach a picture of the product to the complaint. The dates on the product packaging must be visible in the picture. The products can also be returned to Fazer Confectionery. The delivery is free of charge for the customer (no stamp needed). We will refund the products.

Contact information:

Fazer Makeiset / Asiakaspalautus / Sopimustunnus 611152  
PL 110  
00101 HELSINKI

We kindly ask you to attach your contact information to the delivery, so that we may contact you if needed.

Should you have any further questions, please contact Fazer's customer service at www.fazer.fi/asiakaspalvelu or by phone: 0800-0-5000 (Mondays and Wednesday-Friday 10-12 am).

Fazer Confectionery