[*Images here* – place in front of text]

**New Zealand Importer/Distributor**   
[*Company Name*]   
[*Address*]

[*Country*]  
[*Phone*]

*Issued: [Month] [Year]*

**Product Name**

[*product description – model number etc*]

[*Retailer(s) and date range for sale*]

**Defect:** [*brief plain English description of the fault*]

**Hazard:** [*brief plain English description of the hazard(s) posed*].

**What to do:** [*brief “plain English” description of what the consumer should do to mitigate the hazard(s) and access the remedy*].

**Contact details:** [*provide details for New Zealand consumers to access the remedy and/or further information on the recall (important note – access to the remedy and information should not cost the consumer/end user)*]

phone: [*freephone number – discuss with the Trading Standards if you are unable to provide a freephone number for New Zealand*]

email: [*email address*]

online: [*web address, web chat*]