

# Customer Services Q&A

## Birchwood Beef and Pork Mince (23% Fat), 750g with Use By Date 01 MAR



- **Which products are affected?**

Birchwood Beef and Pork Mince (23% Fat), 750g with Use By Date 01 MAR

- **What item numbers are affected?**

5220267 Birchwood Beef and Pork Mince (23% Fat), 750g with Use By Date 01 MAR

- **Which use by dates are affected?**

All stock with Use By Date 01 MAR

- **What is wrong with the product?**

The affected product may contain small pieces of plastic.

- **When was the item sold?**

Currently on sale

- **Are any other items affected?**

No other Use By Dates of this product in Lidl GB are affected by this recall.

Please note another public recall was issued for Birchwood XXL Pork Mince (12%) Fat, 1kg with Use By Date 13 FEB which is not related to this recall.

- **Regions?**

BEL, BRI, DON, EXE, NAY, PET

- **What should customers do with the product?**

Any customer who has purchased the product should not consume the product, and return it to a LIDL GB store for a full refund, with or without a receipt. Alternatively, please dispose of the product and email [customer.services@lidl.co.uk](mailto:customer.services@lidl.co.uk) including a photo of the affected product and Use By Date. The Customer Services team will process this refund via letter

- **Is this a problem for everyone who has bought the product?**

Yes. Anyone who has bought the affected product with the specified Use By Date. No other Use By Dates of this product in Lidl GB are affected by this recall.

Please note another public recall was issued for Birchwood XXL Pork Mince (12%) Fat, 1kg with Use By Date 13 FEB which is not related to this recall.