

Product Recall Response Checklist for Retail Chains

1. Initial Notification

- ☐ Receive and document recall notification from supplier/manufacturer/regulator.
- ☐ Verify product details: name, SKU, lot/batch numbers, affected stores.
- ☐ Notify relevant internal teams (stores, distribution, compliance, communications).

2. Stop Sale & Identify Inventory

- ☐ Immediately halt sale of affected product(s) in all locations, including online.
- ☐ Identify and secure all affected inventory at stores and warehouses.
- ☐ Update POS and inventory systems to flag recalled items.

3. Removal & Quarantine

- ☐ Remove all affected products from shelves and customer reach.
- ☐ Label and quarantine affected inventory clearly.
- ☐ Record quantities and locations of quarantined stock.

4. Communication

- ☐ Prepare and distribute communication for employees on recall process and safety.
- ☐ Notify customers (e.g., via signage, website, emails, loyalty programs) per regulatory requirements.
- ☐ Liaise with supplier/manufacturer for public statements and FAQ as needed.

5. Customer Returns and Refunds

- ☐ Set up and communicate return process for affected items.
- ☐ Process refunds or replacements according to policy.
- ☐ Log all returns and customer concerns.

6. Regulatory Reporting

- ☐ Ensure regulatory notifications are made as required.
- ☐ Document all recall actions and communications for audit trail.
- ☐ Follow up with regulatory agencies as needed.

7. Disposal or Return of Product

- ☐ Arrange for safe disposal or return of quarantined products as instructed.
- ☐ Obtain documentation of disposal/destruction from third parties if applicable.

8. Review & Improvement

- ☐ Conduct post-recall review and identify areas for process improvement.
- ☐ Update recall procedures and staff training based on lessons learned.

This checklist is a general guideline and should be adapted to align with your company's internal protocols and regulatory obligations.