

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.