



PUBLIC NOTICE

1 October 2019

NOTICE OF ISOLATED OCCURRENCES OF MOULD IN MONTEGO PRODUCTS.

Our quality processes have recently identified above-average incidents of mould formation in specific production batches of Montego dog food, in certain parts of the country. Our current reports and ongoing investigation show that there is a high likelihood that roughly 3% of units sold are more susceptible to mould formation than may normally occur in the storage, transportation and distribution of dry perishable food products, such as pet food.

We have established that not all products within the same batch may be affected. This means that while one bag from a batch might be affected, another bag from the same batch might not. Because this is occurring in isolated instances, we are relying on our ongoing investigation, quality checks, received complaints, and their resultant reports, to identify which batches are most likely to form mould.

Each batch identified by our food safety system is swiftly removed from our distribution centres and retailer shelves, ensuring that potentially affected products are not sold, irrespective of whether all products within the same batch are subject to mould growth or not.

If you purchased a Montego product not in line with our high-quality standards that is affected by mould, please return the product to the place of purchase to have it replaced free of charge. We do apologise for any inconvenience caused and reassure you of our commitment to upholding world-class quality and food safety standards. You can also contact us on 049 891 0825 or info@montego.co.za for any further assistance.

Quality and food safety are of the utmost importance at Montego Pet Nutrition. Each bag we produce should reflect the highest standards in nutrition and guarantee a safe, fully balanced and tasty meal for your beloved pet. In our pursuit for perfection, in October 2015, we obtained FSSC 22000 food safety and quality accreditation. This means that the Montego Pet Nutrition manufacturing facility, production processes, products and food safety management system comply with all international standards, and are among the very best in the world. Through this system, we were able to action the removal of the first identified batches within one working day, as well as identify and address the cause of the mould formation.

As a family business our integrity and name are associated with every product we produce and sell. Ever since my father founded Montego, in June 2000, this has been our philosophy, and we have taken a very personal approach to the production, marketing and selling of our products. It is distressing to know that customers have been inconvenienced by buying products that do not meet our high standards. We take pride in the quality of our brands and products as well as offering the best possible service to our retailers, our customers and mostly your pets. We thank you for supporting Montego Pet Nutrition as we continue to produce and sell pet food of the same high quality we have become known for over the past 19 years.

Kind Regards

Johan van Jaarsveld
Managing Director