



Dear Retailer Partners,

June 23, 2016

We must sadly announce a voluntary product recall for 4 Lots of Rad Cat Raw Diet and associated individual Sample cups in those lots. Surveillance sampling by an FDA third party lab found 3 lots of Rad Cat tested positive for Listeria Monocytogenes (2 lots of Beef listed below, and 1 lot of Chicken listed below), and one lot tested positive for Listeria Monocytogenes and Salmonella (1 lot of Turkey listed below). Out of an abundance of caution, we are recalling the affected lots listed in this notice. Please record all product you have in stock and return the attached Confirmation of Disposal form to your distributor. This form must be filled out completely to receive credit.

Please be assured that no pet or human illnesses have been reported associated with these lots, and no other Rad Cat Raw Diet products are affected. All of our independent lab test results for our food have been clear. We continuously test and monitor our environment and processing equipment and have always operated by GMP's, SSOP's and HACCP guidelines.

Please feel free to contact us or your Rad Cat sales rep directly with questions you have, and direct your customers to our website to contact us with any questions, or download our Consumer Return form to process a refund claim with you. We will respond to every contact as quickly as we are able. Thank you for your help with this process.

The Lot codes and Best by dates are located on the lids of the product and on the bottoms of the sample cups.

All of these lots were tested by Radagast Pet Food, Inc. and sampled in accordance with accepted sampling procedures. All lots were confirmed negative for pathogens by a third party lab. Our production environment is also continuously sampled and tested for pathogens, including Listeria Monocytogenes.

We are instructing consumers not to return any of these recalled products to you. They should dispose in a secure garbage receptacle and fill out the Consumer Claim Form available on our website www.radfood.com, and return it to you for a refund. Fully completed forms should be sent to your distributor for credit.

Thank you for your faith in us, and we are happy to answer your questions.

Best Regards,

Janice Hatch-Rizzi, President
Radagast Pet Food, Inc.

Radagast Pet Food, Inc. 3617 SE 17th Ave. Portland Or 972002
Fax: 503-234-4779

www.Radfood.com

Phone: 503-736-4649
e-mail: info@radfood.com



Retailer Confirmation of Disposal of Recalled Products:

Retailer, please complete the following information (Required):

Store Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Distributor where product was purchased (Required):

Name: _____ City/State: _____

Product on hand at Retailer that has been disposed of (Required):

Brand	UPC	Size	Lot Number	Best By Date	Qty Disposed	Disposal Date
Rad Cat Raw Diet Grass-Fed Beef	851536001241	8oz	62384	2/6/2017		
Rad Cat Raw Diet Grass-Fed Beef	851536001258	16oz	62384	2/6/2017		
Rad Cat Raw Diet Grass-Fed Beef	851536001265	24oz	62384	2/6/2017		
Rad Cat Raw Diet Grass-Fed Beef	Sample	1oz	62384	2/6/2017		
Rad Cat Raw Diet Grass-Fed Beef	851536001241	8oz	62361	1/8/2017		
Rad Cat Raw Diet Grass-Fed Beef	851536001258	16oz	62361	1/8/2017		
Rad Cat Raw Diet Grass-Fed Beef	851536001265	24oz	62361	1/8/2017		
Rad Cat Raw Diet Grass-Fed Beef	Sample	1oz	62361	1/8/2017		
Rad Cat Raw Diet Free-Range Chicken	851536001036	8oz	62416	3/14/2017		
Rad Cat Raw Diet Free-Range Chicken	851536001043	16oz	62416	3/14/2017		
Rad Cat Raw Diet Free-Range Chicken	851536001050	24oz	62416	3/14/2017		
Rad Cat Raw Diet Free-Range Chicken	Sample	1oz	62416	3/14/2017		
Rad Cat Raw Diet Free-Range Turkey	851536001005	8oz	62372	1/21/2017		
Rad Cat Raw Diet Free-Range Turkey	851536001012	16oz	62372	1/21/2017		
Rad Cat Raw Diet Free-Range Turkey	851536001029	24oz	62372	1/21/2017		

By my signature below I certify that I have recorded on this form all recalled product I have on hand as of the date recorded below, and that the product has been disposed of in accordance with instructions listed in the recall notification.

Retailer Contact Person: _____ Phone: _____

Signature: _____ Date: _____

Please submit to your distributor for credit. Only the Lots subject to recall will be credited. Return claims above \$200 in value must be approved by the distributor. Retailer signature is required for credit. This form must be filled out completely to receive credit.

Radagast Pet Food, Inc.
Fax: 503-234-4779



503-736-4649
@radfood.com

Rad Cat Raw Diet Voluntary Recall Notice FAQ June 23, 2016

What products and lots of Rad Cat Raw Diet are being voluntarily recalled?

	<u>Lot</u>	<u>Best By</u>
Grass-Fed Beef (8oz, 16oz, 24oz, Samples)	62384	2/6/17
Grass-Fed Beef (8oz, 16oz, 24oz, Samples)	62361	1/8/17
Free-Range Chicken (8oz, 16oz, 24oz, Samples)	62416	3/14/17
Free-Range Turkey (8oz, 16oz, 24oz)	62372	1/21/17

Where can I find the lots and best by dates?

These codes are found on the lids of all of our tubs and on the bottom of our sample cups.

Why were these products recalled?

The FDA is reporting *Listeria monocytogenes* was found in 16 oz containers of two lots of Grass-Fed Beef and one lot of Free-Range Chicken Rad Cat and *Listeria monocytogenes* and *Salmonella* were found in one 16 oz container of Free-Range Turkey. We are recalling the entire lots of these products (all sizes and samples). We are fully cooperating with the FDA investigation, their regulations and are voluntarily recalling all of these lots.

What is Listeria?

There are many types of *Listeria*, of which *Listeria monocytogenes* is only one. It is very commonly found in the environment, mostly outdoors, in soil and even in our homes, as it is easily carried in on the soles of our shoes and the feet of our cats and dogs. Sometimes it can be found in processing environments and on many agricultural products, such as fruits, vegetables and even on raw meat ingredients, poultry and fish.

What is Salmonella?

Salmonella is a bacteria that we commonly hear about associated with poultry products, but it can also be present in many other foods and in the environment. It occurs mainly in the intestine and poultry can contract this organism through feed and other sources in their environment.

Does this mean my cat is going to get Listeria or Salmonella poisoning?

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While we would like to give a black and white ‘yes’ or ‘no’, we can say that it is highly unlikely. Cats are exposed to extremely high levels of bacteria every day and they are designed by Nature to tolerate high bacterial loads that would make humans ill. They live very close to the ground and pick up considerable bacteria on their paws, which they lick frequently. The chances of a cat becoming sick from bacteria found in frozen, raw food, is highly unlikely, but not impossible. Cats very rarely get salmonellosis or listeriosis and typically don’t show signs of disease, even if they are carriers. Our best advice is to watch your kitty and if you see any symptoms that could be illness from Listeria or Salmonella and if you have fed these lots, we encourage you to seek veterinary treatment right away.

How did Rad Cat get Listeria and Salmonella in their products?

Unfortunately, raw meat can harbor bacteria, especially poultry. There is a high percentage of poultry that is contaminated before slaughter and a considerable amount of poultry that *becomes* contaminated at slaughter by coming into contact with intestinal contents. The USDA actually has tolerance levels for pathogens in meat and poultry intended for human consumption. The raw diets that are purchased from raw manufacturers actually have a much lower likelihood of containing pathogens than meat purchased from the supermarket. Many raw food manufacturers employ intervention steps and testing for their products (like we do here, at Rad Cat) but sometimes it may not be enough.

Is Listeriosis or Salmonellosis common in cats and what are the symptoms?

No – in fact, it is a very infrequent occurrence. The symptoms of Listeriosis and Salmonellosis can mimic other illnesses, such as viral infections and gastroenteritis from other causes. Because cats have a very acidic digestive system, bacteria is often neutralized or cannot proliferate in such a hostile environment.

Cats can shed these bacteria in their feces and are known to be natural carriers of Salmonella. This is true even for cats that are fed dry food. These bacteria are present in our pets’ environment and they are exposed to them on a regular basis.

However, there are some cats that can have compromised immune functions, for a variety of reasons, and can become ill. Some cats that have a higher stomach pH can also be more susceptible.

The symptoms associated with these two illnesses are very similar to those that would present in humans, which can include diarrhea, bloody diarrhea, abdominal cramping and fever.

Doesn’t all raw pet food have the risk of containing pathogens?

Every type of food contains some risk, which includes raw diets. We have always done the very best we can to avoid the presence of pathogens in any of our products, but bacteria can be naturally present in any raw food. The FDA recognizes only two official “kill-steps”, which are cooking and irradiation. All other steps, such as HPP, are only “intervention” steps, which are designed to reduce risk of pathogens in products, such as raw meat. So, unless a product has undergone a cooking step or irradiation, it has the potential to contain pathogens. But sometimes even the cooking step doesn’t work efficiently enough, as there have been many recalls for dry food that have been contaminated with salmonella and/or listeria.

What is Rad Cat doing to make sure their foods are safe?

We have always made the safety of our products our number one concern. That is why we have added high pressure processing to our poultry products recently.

All of our meats are rinsed with ozonated water, which is a very effective anti-microbial treatment (for example, many fish processors use it to extend the shelf life of their products). Ozone is also used in our processing environment for cleaning and sanitation. It is used by many processors for this purpose and is extremely effective.

All of our ingredients are the very same that are intended for human consumption and we test raw materials from suppliers.

We operate our own manufacturing plant, where we make all of our products. We operate our plant under the same guidelines for human food facilities, which includes a strong QA/QC plan, environmental and product testing programs. We use a HACCP safety system, that is recognized by the USDA and FDA as preventive approach to food safety, which helps us comply with their guidelines.

Please visit our website at http://radfood.com/education/safety_and_quality for more information about our product safety.

What should I do if I have any of the products that are being recalled?

Please do not return any of these recalled products to the retailer. Dispose of them in a secure garbage receptacle. For refund claims, fill out all sections of our Consumer Claims Form which can be found on our website, www.RadFood.com. Return this form to the retailer where you purchased the product, along with a proof of purchase, for a refund. Return this form only to the retailer where the purchase was made, not to Radagast Pet Food, Inc. Consumers may call Radagast Pet Food, Inc. for assistance in filling out the Claim Form.

If you purchased any of the recalled from an online retailer, contact that retailer for assistance with your refund claim.

More information about this recall can be found at www.RadFood.com or call 503-736-4649 Monday through Friday from 9:00am-5:00pm PST.

What about lot numbers that are not on the list? Can I return these?

We have no reason to believe that any lots other than those currently being voluntarily recalled are affected. We will provide refunds for all lots associated with this recall will honor our 100% product guarantee for other lots, if customers' cats will not eat the product or if it has been found to be defective in some way.

What should I do if I believe my pet has been exposed to the recalled product?

It is very unlikely that any pets will contract illness from Salmonella or Listeria. The symptoms are very similar to those that occur in humans, such as: vomiting, diarrhea, lethargy and fever. If any of these symptoms present themselves in your pet, please contact your veterinarian.

How did the contamination of the recalled Rad Cat Raw Diet products occur?

Raw meat and poultry can contain pathogens, such as Salmonella and Listeria. This contamination can occur at the time of slaughter and be present on the meats and poultry when they enter our plant. There are tolerance levels for these pathogens in the human food chain, but no tolerance for raw pet food. That is why we have a comprehensive testing program and take intervention steps such as HPP and use ozone in our processing and sanitation.

As of this time, we have no definitive answer as to how these bacteria were found in our products. All of our testing with an independent third party lab has revealed clean results, which includes a comprehensive sampling of our food processing environment, which was sampled again, immediately after we were notified about the results from the FDA.

Doesn't HPP kill Listeria and Salmonella?

High Pressure Processing at 87,000 psi has been proven to rupture the cell walls of E.coli, Salmonella and Listeria species. However, it is not recognized by the FDA as an official 'kill step' for raw pet food. We are currently investigating how these organisms were found in our products.

If I have more questions, who do I ask?

You can contact us directly through email at info@RadFood.com or call us at 503-736-4649 from 9:00am – 5:00pm PST. We have very limited staff, so if you get voicemail, please leave a message. If you email, we will respond as soon as we possibly can. We always respond to our customers and will respond to every message in the order in which they are received.

Retail stores that carry our products will also be notified of this recall and can assist you with obtaining a credit for recalled product, as well.