

"Tesco flavoured Still Spring waters have been withdrawn due to a quality issue. Please contact Customer Services if you require more details."

This is then backed up with the attached Q&A at each Customer Services desk.

Questions and Answers

Q. What products have the issue?

A. Tesco 1.5L Still Spring Water with Pomegranate, Tesco 1.5L Still Spring Water with Cranberry, Tesco 1.5L Still Spring Water with Raspberry, Tesco 1.5L Still Spring Water with Clementine, Tesco 1.5L Still Spring Water with Lemon & Lime. All date codes.

Q. Why are they requesting not to consume?

A. These products have been identified as potentially containing small particles of mould growth.

Q. Is there a risk to health?

A. The affected product if ingested is unlikely to pose any adverse health effect but if customers are still concerned they should consult their local GP.

Q. Are any other products affected?

A. No, only the products listed

Q. What should consumers do with the product?

A. Customers are requested not to consume the product, but to return it to store for a full refund. In the interests of customer service, if necessary, other Tesco water products should also be accepted and refunded.

Q. Where can customers get further information?

A. If customers are still concerned please refer them to the Tesco Customer Services on 0800 505555