

# itsu (grocery) recalls frozen itsu 4 chocolate bao'buns because of undeclared milk

itsu (grocery) is recalling its frozen itsu 4 chocolate bao'buns as some packs may contain milk which is not declared on the label. This means the product is a possible health risk for anyone with an allergy or intolerance to milk or milk constituents.

## Product details

### itsu 4 chocolate bao'buns

<b>Pack size</b>	180g
<b>Best before</b>	14 December 2023 and 08 February 2024

## Risk statement

### Allergen(s): Milk

This product may contain milk making it a possible health risk for anyone with an allergy or intolerance to milk or milk constituents.

## Action taken by the company

itsu (grocery) is recalling the above product from customers and has been advised to contact the relevant allergy support organisations, which will tell their members about the recall. The company has also issued a recall notice to its customers. These notices explain to customers why the product is being recalled and tell them what to do if they have bought the product. Please see the attached notice.

PDF

[Gweld Customer notice: itsu \(grocery\) recalls frozen itsu 4 chocolate bao'buns as pdf\(Open in a new window\)](#) (310.48 KB)

## Our advice to consumers

If you have bought the above product and have an allergy or intolerance to milk or milk constituents do not eat it. For a full refund, send a photograph of the best before date to [customerservice@itsugrocery.com](mailto:customerservice@itsugrocery.com) or write to them at itsu (grocery), Partnership House, Carlisle Place, London, SW1P 1BX. For more information contact itsu on 0333 224 9510.

## About allergy alerts

Sometimes there will be a problem with a food product that means it should not be sold. Then it might be 'withdrawn' (taken off the shelves) or 'recalled' (when customers are asked to return the product). Sometimes foods have to be withdrawn or recalled if there is a risk to consumers because the allergy labelling is missing or incorrect or if there is any other food allergy risk. When there is a food allergy risk, the FSA will issue an Allergy Alert.

Ref: FSA-AA-24-2023

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