



URGENT: VOLUNTARY DIETARY SUPPLEMENT RECALL

October 1, 2021

Re:

NOW® Royal Jelly 1500 mg Veg Capsules 60 count – Product Code 2565, Lot # 3184045, 3203587, 3172171

NOW® Ginseng & Royal Jelly Veg Capsules 90 count – Product Code 4007, Lot # 3168920, 3217381

NOW® Bee Pollen 500 mg Veg Capsules 100 count – Product Code 2520, Lot # 3184250, 3209226

Dear Valued Customer:

NOW Foods is conducting a voluntary recall of various supplements containing bee-derived raw materials including **NOW Royal Jelly 1500 mg Veg Capsules 60 count – Product Code 2565, Lot # 3184045, 3203587, 3172171; NOW Ginseng & Royal Jelly Veg Capsules 90 count – Product Code 4007, Lot # 3168920, 3217381; and NOW Bee Pollen 500 mg Veg Capsules 100 count – Product Code 2520, Lot # 3184250, 3209226.**

We are recalling the above-referenced products because testing has detected the presence of trace amounts of the antibiotic metronidazole in two lots (3184045 and 3203587) of NOW® Royal Jelly 1500 mg Veg Capsules. Upon further internal investigation, it is suspected that other bee-derived raw materials used in the other items could also contain metronidazole.

The product code is located on the label and the lot number is located on the bottom of the bottle. The bottles are white plastic with a purple lid and an orange NOW® label (as shown on the next page). The lot numbers and product codes referenced above are the only items affected by this recall. No other NOW® products are affected or are involved in this recall. Consumers should return the products to you for a full refund or replacement. No receipt is required.

We ask that you remove and quarantine the affected products from your inventory, discontinue selling them, and return them to NOW for reimbursement by filling out the enclosed Recall Form and following these instructions. **You are also required to recall these products from your customers. We are providing an enclosed notice for wholesale customers to forward to your customers and the enclosed placard for retail customers to post in your retail establishment.**

1. Note your name and customer number on the Recall Form.
2. **If you have any of these item lot numbers in inventory**, enter the quantity you have on the Recall Form. Box this product in preparation for return to NOW. If you are mailing back the form, **do not place the Recall Form in the box and do not dispose of product yourself**. It is essential that you return all product to NOW.
3. **If you do not have any of these lot numbers left in your inventory**, please check the box on the Recall Form that states you do not have any product listed in this recall notification in stock. Complete the form at www.nowfoods.com/honeybee-products-recall-form or return via email,

fax or mail as soon as possible. It is very important that you return the completed form to us even if you do not have any remaining inventory.

4. For **consumer returns to you**, no receipt is required. For returns from consumers at a later date, please call Customer Service for an additional form. Please use the Recall Form to enter quantities returned.
5. Call Customer Service: 888-NOW-FOOD (888-669-3663) to obtain a Return Materials Authorization (RMA) number. Customer Service will be available during regular business hours, Mon. – Fri., 8 a.m. to 5 p.m. CT. Please do not return any product until you have obtained an RMA number and call tag.
6. Fill in your RMA number on your Recall Form.
7. **Please fill out the Recall Form at www.nowfoods.com/honeybee-products-recall-form or return via email to customerservice.dept@nowfoods.com or fax to 800-886-1045 or mail to:**

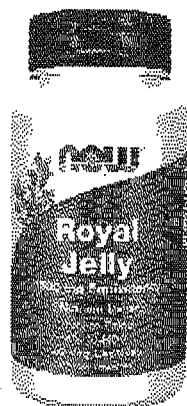
NOW Foods
Customer Service Dept.
244 Knollwood Drive
Bloomington, IL 60108

We will provide reimbursement for the returned product by providing a credit memo to your account for the amount of product returned. Replacement product is not available for reorder.

If you have any questions, please contact our Customer Service Department at:
888-NOW-FOOD (888-669-3663)

Please note that the FDA may survey a small number of our customers to confirm that our recall logistics were effective. This survey may be by phone, mail, or in person.

Thank you very much for your prompt attention to this matter.





Recall Notice

NOW is voluntarily recalling the following bee products because of detected trace amounts of the antibiotic metronidazole. If you have any of these products, please discontinue use and return the bottle(s) to the store where purchased for a full refund. No receipt is required.

Item Number	Description	Lot Number	Best By Date
2565	Royal Jelly 1500 mg Veg Capsules, 60 count	3184045	11/2023
2565	Royal Jelly 1500 mg Veg Capsules, 60 count	3203587	04/2024
2565	Royal Jelly 1500 mg Veg Capsules, 60 count	3172171	08/2023
4007	Ginseng & Royal Jelly Veg Capsules, 90 count	3168920	01/2023
4007	Ginseng & Royal Jelly Veg Capsules, 90 count	3217381	01/2024
2520	Bee Pollen 500 mg Veg Capsules, 100 count	3184250	11/2022
2520	Bee Pollen 500 mg Veg Capsules, 100 count	3209226	05/2023

