



Dear Valued Consumer:

We are experiencing a very high volume of calls related to this recall at our contact center. We are making every effort to respond to your inquiries as quickly as possible.

If you are contacting us to receive reimbursement for one of the recalled products that you have previously purchased, you do not need to call the contact center. You can request this reimbursement by completing our on-line contact us form. ([link below](#))

To receive reimbursement for the product that you have in your possession please follow the steps outlined below:

- a) Complete all required fields indicated with an asterisk (*) and your full mailing address on the contact us form.
- b) Write either a) “ I would like to receive a refund “ or b) “ I would like to receive a replacement value voucher” in the comments/questions box at the bottom of the form. The replacement value voucher is valid on a wide variety of McNeil Consumer Healthcare products. Please note residents of Quebec must indicate the refund option as the voucher may not be accepted.
- c) Clearly indicate the name, DIN (Drug Identification Number) and Lot # of the product that you have in your possession in the comments/questions box at the bottom of the form. The DIN and Lot # are both located on the product bottle.
- d) Make note of any other questions or comments you may have.
- e) Submit the form.

You will receive an email notification that we have received your request. We will process all reimbursement requests as quickly as possible. Your reimbursement will be mailed to you within 4-6 weeks.

[Click here](#) to access the online contact us form.

If you would like to speak to a representative you can call our contact center at 1-888-222-6036.

For a list of all products impacted by this recall in Canada please visit www.jnjcanada.com and review the press release posted on the home page.