Updated February 25, 2025

Recall Policy Statement

Handling product recalls efficiently is an important part of our business and assures immediate reaction to anything that may jeopardize the integrity of product within our supply chain. A recall requires immediate attention, complete follow through, special handling, as well as extensive record keeping. The following is a listing of Recall Classifications:

Class I Recall (Life Threatening) is a situation in which there is a reasonable probability that the use of or exposure to a volatile product will cause serious adverse health consequences.

Class II Recall is a situation in which use of or exposure to a volatile product may cause temporary or medically reversible adverse health consequences or where the probably of serious adverse health consequences is remote.

Class III Recall is a situation in which use of or exposure to a volatile product is not likely to cause adverse health consequences.

Market Withdrawal occurs when a product has a minor violation that would not be subject to FDA legal action. The company voluntarily removes it from the market or corrects the violation.

Onset Worldwide uses a lot coding system to trace back product lots to a specific mill, manufacturer, and/or supplier, as well as on to a customer. Every order will include a COA with lot number. Every product will be labeled with the lot number. In the unfortunate but necessary instance when a recall or withdrawal should occur, Onset Worldwide will notify all affected or potentially affected customers and vendors via phone and writing. All recall questions may be directed towards: Tom Merrow (tmerrow@onsetworldwide) and Sara Morrison (sara@onsetworldwide.com). For emergencies, please call: Tom Merrow or Sara Morrison - Office 908-777-5151 - Cell 978-621-4334

Thank you,

Sara Morrison, VP
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