



FREQUENTLY ASKED QUESTIONS

On August 9, 2020, Freshhouse II, LLC recalled select mesh bags and bulk shipments of potatoes, limes, Valencia oranges and lemons because of possible health risk because they have the potential to be contaminated with *listeria monocytogenes*. We hope that the information provided in these Frequently Asked Questions answers your questions about this recall. However, consumers with additional questions may also contact Freshhouse II at 631-369-7150, Monday through Friday: 8:00 am to 5:00 pm. Eastern Time or contact us by email at customerservice@freshhouse.com.

Q. What products are being recalled?

[Click here for product list](#)

Q. Have any illnesses been linked to the recall?

No illnesses have been associated with this recall to date.

Q. How do I identify the recalled retail products?

To identify the recalled products sold at retail stores, look at product description, brand and UPC number. If they match those of the recalled items in the table, then determine if there is a trace number on the bag tag or clip on the item and compare it with the numbers on the recalled products.

If the recalled product does not have a trace number on the bag tag or clip, please contact the store where it was purchased.

If you are unsure whether you have a recalled item, do not consume the product and do destroy it in a way so that they may not be consumed by others, or return it to the place of purchase for a refund.

Q. Where were the recalled retail products sold?

The recalled retail products were shipped directly to different retailer distribution centers in North Carolina, Pennsylvania, South Carolina, and Virginia.

Q. What should I do if I've purchased the recalled retail product?

Consumers who have purchased a recalled item should not consume the product and do destroy it in a way so that they may not be consumed by others, or return it to the place of purchase for a refund.

Q. How do I identify the recalled wholesale products?

Bulk items sold to wholesalers will not have stickers or tags on them, so please ask the point of purchase if they sold the recalled items. The wholesale items were shipped to wholesalers in North Carolina and Maryland.

Q. What should I do if I have a recalled product?

Consumers who have one of the recalled items in their possession should not consume it and should destroy the product in a way so that it may not be consumed by others, or return it to the place of purchase for a refund.

Q. What should I do if I consumed a recalled product and I now feel ill?

If you believe you consumed a recalled product and you are feeling ill, consult your doctor or a medical professional.



Q. What are the symptoms of *Listeria monocytogenes* poisoning or listeriosis?

According to the Centers for Disease Control (CDC) and the Food and Drug Administration (FDA), *Listeria monocytogenes*, an organism which can cause serious and sometimes fatal infections in young children, frail or elderly people, and others with weakened immune systems. Although healthy individuals may suffer only short-term symptoms such as high fever, severe headache, stiffness, nausea, abdominal pain and diarrhea, *Listeria* infection can cause miscarriages and stillbirths among pregnant women.

Q. Will cooking kill *Listeria*?

According to the Centers for Disease Control and Prevention ([CDC](#)), cooking kills food borne pathogens such as listeria, but CDC does not specify the temperature or time. So, out of an abundance of caution, we are recommending that anyone who has the product should not consume it and should either dispose of it or return it to the place of purchase for a refund.

Q. What is the company doing to minimize the risk to public health?

The company is notifying all customers who received the recalled products directly from the company and requesting that they remove them from commerce. We are also asking our direct customers to notify their customers of this recall. The company has issued a [news release](#) and is keeping the U.S. Food and Drug Administration informed of its recall process to assure that consumers are properly alerted.

Q. What is the company doing to prevent this from happening again?

Our priority is to carry out this recall effectively and efficiently in order to reduce even the slightest risk to public health. At the same time, we are reviewing all of our current food safety protocols. We work hard every day to provide safe, nutritious fresh produce to our customers and their consumers.

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