

Product Recall

On 31.7.2018 we have started a recall of certain batches of the latex-free condoms Durex Natural Feeling (pack of 10 condoms), Natural Feeling Easy Glide (pack of 12 condoms) and Love Collection (pack of 31 condoms) in Germany. No other Durex products are affected by this recall.



About the product recall

The safety of our consumers is our highest priority and this is reflected in our high-quality standards. We have found that a limited number of latex-free condoms of Durex Natural Feeling (pack of 10 condoms), Natural Feeling Easy Glide (pack of 12 condoms) and Love Collection (pack of 31 condoms), produced within a limited production period, do not meet our stringent product durability requirements.

There is no immediate risk to the safety or health of our consumers. Only a few batches are affected.

We re-call the products Durex Natural Feeling (pack of 10 condoms), Natural Feeling Easy Glide (pack of 12 condoms) and Love Collection (pack of 31 condoms) with the following lot numbers:

	Batch number	EAN code
Love Collection, 31 condoms	1000418942	4002448114949
Love Collection, 31 condoms	1000435589	4002448114949
Love Collection, 31 condoms	1000445131	4002448114949
Love Collection, 31 condoms	1000447250	4002448114949
Natural Feeling, 10 condoms	1000417805	4002448097068
Natural Feeling, 10 condoms	1000474804	4002448097068
Natural Feeling, 10 condoms	1000438054	4002448097068
Natural Feeling Easy Glide, 12 condoms	1000465806	4002448118312
Natural Feeling Easy Glide, 12 condoms	1000399885	4002448118312
Natural Feeling Easy Glide, 12 condoms	1000472395	4002448118312

The lot numbers are located at the bottom of the package (see picture).



The recall of the products Durex Natural Feeling (pack of 10 condoms), Natural Feeling Easy Glide (pack of 12 condoms) and Love Collection (pack of 31 condoms) relates **only** to the above-mentioned batch numbers and does not affect other Durex products.

If you purchased latex-free condoms Durex Natural Feeling (pack of 10 condoms), Natural Feeling Easy Glide (pack of 12 condoms) or Love Collection (pack of 31 condoms) with the above listed batch numbers, we kindly ask you to return these condoms to Durex and to provide the bank and the account holder details. Of course, we will refund the purchase price and the shipping costs.

Adress to return condoms:

CH Couponing House GmbH, **Durex**
Jossastr. 5, 36323 Grebenau

Alternatively, you can return the products to the store where you purchased them and receive a full refund.

If you have any questions on this topic, feel free to contact our consumer care line (Tel. 06221 9982-570, VerbraucherberatungDE@rb.com).

We apologize for any inconvenience caused to you.