



Department of Health
Department of Agriculture

Mike DeWine, Governor
Jon Husted, Lt. Governor

Amy Acton, MD, MPH, Director, Ohio Department of Health
Dorothy Pelanda, Director, Ohio Department of Agriculture

DATE: January 6, 2020

TO: Health Commissioners, Directors of Environmental Health and Interested Parties

RE: Recall Announcement (ODA/ODH) 2020-005

Jeni's Splendid Ice Creams Issues Voluntary Recall of Cold Brew with Coconut Cream

Jeni's Splendid Ice Creams has initiated a voluntary recall of three batches of Cold Brew with Coconut Cream Non-Dairy Frozen Dessert pints because they may contain an undeclared milk allergen. People who have an allergy or severe sensitivity to milk may run the risk of serious or life-threatening allergic reaction if they consume this product. The recall was initiated following receipt of a single customer complaint of an allergic reaction.

Cold Brew with Coconut Cream Non-Dairy Frozen Dessert was distributed nationwide in grocery stores, in Jeni's scoop shops, and online at jenis.com in pint packages.

The recalled pints can be identified with the following batch codes on the underside of the pint container: 19-016, 19-086 and 19-154. The Company has likewise pulled the flavor from its scoop shop offerings.

No other Jeni's products are impacted.

Customers who have purchased the product are urged to dispose of the pint, and send a photo showing the batch code to Jeni's Splendid Ice Creams for an exchange or full refund. Jeni's

Splendid Ice Creams can be contacted at 614-488-3224 from 9am to 5pm (ET) Monday through Friday, as well as by email at contact@jenis.com.

"We have strict sourcing rules and inspections in place so that we can ensure safe, vegan offerings," said John Lowe, Jeni's CEO. "We have isolated the issue to the sorbet swirl in the flavor. Our investigation is ongoing, but we strongly suspect that a dry ingredient, used only in this flavor, came into contact with dairy powder as the dry ingredient was being produced for us in a partner's facility."