

Subject: Immediate Product Recall: Soft Serve on the Go Cups



Dear Valued Customers,

We are writing to inform you of an immediate recall of the "Soft Serve on the Go Cups" due to concerns related to potential contamination of *Listeria monocytogenes*.

Our highest priority is the safety and well-being of our customers, which is why we have made the decision to recall all Soft Serve on the Go Cups. Soft Serve on the Go Cups are manufactured at their own dedicated facility. No other products are affected by this recall.

This recall is applicable to all Soft Serve on the Go ice cream and sorbet flavors:

Item Description	Size	UPC
Soft Serve on the go Vanilla Chocolate	8 fl oz	0-91404-15129-0
Soft Serve on the go Razzle	8 fl oz	0-91404-15133-7
Soft Serve on the go Caramel	8 fl oz	0-91404-15131-3
Soft Serve on the go Parve Vanilla Chocolate	8 fl oz	0-91404-15113-9
Soft Serve on the go Sorbet Strawberry Mango	8 fl oz	0-91404-15128-3
Soft Serve Lite Peanut Butter	8 fl oz	0-91404-15285-3



If you currently have any Soft Serve on the Go Cups in your stock, we kindly request that you take the following steps:

- Please discontinue all sales or distribution of the product immediately and remove all Soft Serve on the Go Cups from shelves/freezers.
- Please note the number of individual cups you have in stock then completely dispose of the product.
- Inform our company of how many cups you disposed of, and you will be issued a credit to your account.

**All future Soft Serve on the Go Cups will contain a clearly marked lot number.**

We apologize for any inconvenience this recall may cause and appreciate your understanding as we work diligently to ensure your safety. If you have any questions or concerns, please reach out to our Soft Serve on the Go team at: 845-668-4346 or [info@softserveonthego.com](mailto:info@softserveonthego.com).

Thank you for your trust in our company. We remain committed to delivering safe and high-quality products to you.

Sincerely,

Soft Serve on the Go