

Date: 16 JULY 2026

Dear Customer,

**URGENT MEDICINE RECALL
CLASS II TYPE B**

Class II recall applies where the defect may cause temporary illness, medically reversible adverse health consequences, patient mistreatment, or failure of the medicine to perform as intended.

Type B recall is intended to reach, as applicable, wholesalers and distributors throughout South Africa, directors of hospital services, state and private hospitals, pharmacies and retail outlets, doctors, nurses, pharmacists and other authorized users.

1. We hereby inform you that we are recalling the following batch of Evo Aqueous Cream BP 500 g:

Product	Batch number(s)	Expiry Date	Manufacturing date	Pack Size
Evo Aqueous Cream BP 500 g	030 44 20/25	2027/10	2025/10	1 x 500g

2. This recall is initiated as a result of a product quality complaint logged at Evohealth (Pty) Ltd, due to the presence of black particles observed in some units of aqueous cream.
3. Samples containing the black particles have been dispatched to a SAHPRA approved third party testing laboratory to determine the nature of the black particles. The outcome of the investigation will be made available once finalised.
4. As a precautionary measure, we request that you immediately return the affected batches of **Evo Aqueous Cream BP 500g** to your supplying wholesaler or distributor for full credit.
5. For further product information or medical queries, please call: Evohealth's Medical Information Line: [011 656 3338](tel:0116563338) or recall email address: complaints@evohealth.co.za.
6. We would like to thank you for your co-operation in this matter and apologise for any inconvenience that this may create.

Yours Sincerely



Jayslen Naidoo
(Responsible Pharmacist)