

## FAQs relating to Shipper Change

### What do you need to know?

Blackmores has changed from delivering its infant nutrition products in a 3 tin shipping carton to a six-tin carton. Please note that there have been no changes to the products themselves.

### Which products are affected?

All 3 stages have been moved to the new 6 tin shipping carton. You can expect to see Newborn Formula, Follow-On formula and Toddler Milk Drink arrive in the new 6 tin shipping carton.

### Are there any changes to the products themselves?

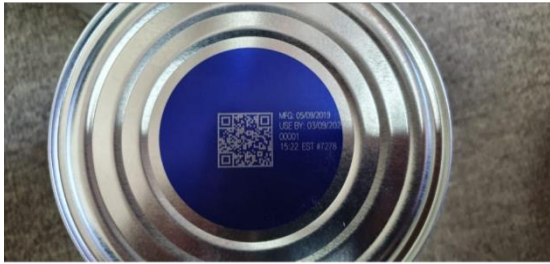
No, there are no changes to the products or to the labelling. Consumers will see no difference once the tin has been removed from the outer shipping carton.

### When can I expect to receive stock in the new 6 tin shipping carton?

You will start to receive your Blackmores Infant Nutrition products in the new 6 tin shipper from March 2022 onwards.

### How can I check that I have a genuine Blackmores product?

- The date of manufacture can be found on the bottom of all Blackmores formula tins.
- You can check by scanning Blackmores Blue dot technology and serialised QR code on the bottom of the tin.
- Each QR code is unique and allows full traceability from the origin of each individual product to the store or location where the product is sold.



**What should I do if I suspect I have received a non - genuine Blackmores product?**

Please scan the blue dot on the bottom of the tin. If you have a genuine Blackmores product, you will receive a message advising that the product is genuine. If you don't have this experience, please let us know by email to [infantnutrition@blackmores.com.au](mailto:infantnutrition@blackmores.com.au).

**For any other questions or concerns**, please contact Julie Cottle at [infantnutrition@blackmores.com.au](mailto:infantnutrition@blackmores.com.au) or phone 1800 808 669 (free call within Australia).