

October 14, 2011

Dear Valued Customer,

Through our quality control systems we have discovered that some of the containers for the following products may over a period of time after manufacturing, allow small quantities of the alcohol (inactive) portion of the product to evaporate:

SCJ Item#	UPC Case Code	UPC Unit Code	Description
616456	100-4650071787-8	000-4650071787-1	OFF!® DEEP WOODS® SPORTSMEN 0.5 OZ MINI SPRITZ - 25% DEET
618696	100-4650071982-7	000-4650071787-1	OFF!® DEEP WOODS® SPORTSMEN 0.5 OZ MINI SPRITZ - 25% DEET CLIP STRIP
616457	100-4650071788-5	000-4650071788-8	OFF!® DEEP WOODS® SPORTSMEN 0.5 OZ MINI SPRITZ - 20% PICARIDIN
616458	100-4650071789-2	000-4650071789-5	OFF!® FAMILYCARE 0.5 OZ MINI SPRITZ - 7% DEET UNSCENTED
619723	100-4650072575-0	000-4650072623-1	OFF!® FAMILYCARE 0.5 OZ MINI SPRITZ - 7% DEET UNSCENTED 2 PACK

This loss of the alcohol after manufacturing is very small, although it might become visible through the fill level of the product.

We have investigated this alcohol evaporation thoroughly, and we are confident that the products' continue to meet EPA's safety-related standards for registration under FIFRA when the product is used according to the label. The active ingredient portion of the product remains in the products, and thus, the product will continue to serve as an effective repellent when used according to the label.

However, we are undertaking a voluntary product recovery from the trade as a purely precautionary measure to ensure that the product meets our quality standards and applicable pesticide laws and regulations.

The details of the recovery logistics are below and should be provided to your distribution facilities and stores alerting them to immediately pull the products from the shelf, and return them per the process defined below. Note a credit memo will be issued upon receipt of return product. Our Account Managers and Supply Chain Managers are available to answer any questions from your organization.

SC Johnson will be monitoring your response to the recovery program of these specific products. We are enclosing a document that is a certification of your actions taken to remove the product from sale. We ask that you complete and return this certification as soon as possible.

**Again, please note that this recovery applies only to the specific products detailed below and does NOT impact other OFF! products.**

**The following steps need to be followed to expedite the recovery process:**

All affected SKU's should be immediately removed from warehouse and/or retail shelves.

Distributors and wholesalers need to send this notice to all customers that received these products.

SC Johnson will be utilizing their 3<sup>rd</sup> party reclamation vendor Inmar to handle ALL product recovery and processing. **No product is to be returned directly back to SC Johnson or its distribution centers.**

- If you use a reclamation center, please contact Inmar at 1-800-821-5293 to receive Returns Authorization and to arrange transportation once product is accumulated. Product needs to be returned to vendor.
- If you do not utilize a reclamation center, please have your retail locations contact Inmar at 1-800-821-5293 for a Returns Kit, which will be provided at no cost to the retailer. Inmar will provide instruction for the return kits.
- If you require product pickup directly at store level or warehouse by Inmar personnel, contact 1-800-821-5293. Please be prepared to provide all store level detail and contact information.

The Return Authorization Number (RA#) for this recovery is: **OFFSPRITZ2011**

Inmar hours of operation are Monday-Friday 8:00am to 5:00pm EST.  
After hours, retailers can leave a message with the following information and Inmar will return their call the next morning.

- Name of caller
- Store Name
- Store Address
- Product being returned (code and quantity)
- Area code and Phone Number

We sincerely regret any inconvenience this may cause and thank you for your assistance and understanding. If you have any questions, please contact your SC Johnson Account Representative or Supply Chain Manager directly.

**PRODUCT IMAGES**



Items 616456 & 618696



Item 616457



Item 616458



Item 619723

**SHIPPER CARTON GRAPHICS**

12-0.5 FL. OZ. PUMPS		S.C. JOHNSON & SON, INC. RACINE, WI 53403-2236	
12-0.5 FL. OZ. PUMPS	EPA REG. NO. 4822-399 OFF! DEEP WOODS SPORTSMEN INSECT REPELLENT III		CONSUMER COMMODITY <b>ORM-D</b>
LOT#			<b>SCJW 618696</b> 46500 <b>71982</b> 
		<b>BOX NO. 746310</b>	
			LOT# 12-0.5 FL. OZ. PUMPS OFF! DEEP WOODS SPORTSMEN INSECT REPELLENT III EPA REG. NO. 4822-399
<b>SCJW 618696</b> 46500 <b>71982</b>			

12-0.5 FL. OZ.  
PUMPS

46500 **71787**

SCJW 616456

LOT#

  
A FAMILY COMPANY



**DEEP WOODS®  
SPORTSMEN**  
CONTAINS DEET

**EPA REG. NO. 4822-399**  
**OFF! DEEP WOODS**  
**SPORTSMEN**  
**INSECT REPELLENT III**

CONSUMER COMMODITY

**ORM-D**



1 00 46500 71787 8

12-0.5 FL. OZ.  
PUMPS

46500 **71788**

SCJW 616457

LOT#

  
A FAMILY COMPANY



**DEEP WOODS®  
SPORTSMEN**  
CONTAINS PICARIDIN



**EPA REG. NO. 4822-556**  
**OFF! DEEP WOODS**  
**SPORTSMEN**  
**INSECT REPELLENT V**



CONSUMER COMMODITY

**ORM-D**



1 00 46500 71788 5

<p>12-0.5 FL. OZ. PUMPS</p> <p>46500 <b>71789</b></p> <p><b>SCJW 616458</b></p>	<p><b>EPA REG. NO. 4822-395</b> <b>OFF! FAMILYCARE</b> <b>INSECT REPELLENT IV</b></p>
<p>LOT#</p>	<p>CONSUMER COMMODITY</p>
<p><small>Johnson</small> <small>A FAMILY COMPANY</small></p> 	<p><b>ORM-D</b></p> <p><b>↑↑</b></p>  <p>1 00 46500 71789 2</p>

<p>6-2x0.5 FL. OZ. PUMPS</p> <p>46500 <b>72575</b></p> <p><b>SCJW 619723</b></p>	<p><b>EPA REG. NO. 4822-395</b> <b>OFF! FAMILYCARE</b> <b>INSECT REPELLENT IV</b></p>
<p>LOT#</p>	<p>CONSUMER COMMODITY</p>
<p><small>Johnson</small> <small>A Family Company</small></p> 	<p><b>ORM-D</b></p> <p><b>↑↑</b></p>  <p>1 00 46500 72575 0</p>