



## Company message regarding food recall

June 5, 2024

Dear Consumers,

Your health and safety are our top priority. As a small business, we know the importance of trust, and we deeply regret any inconvenience or concerns our May 31 cucumber recall has caused. We are working with our supplier and regulatory officials to carry out this recall as efficiently and effectively as possible.

We would like to reiterate a few recall details based on questions we have received through our recall hotline:

- Cucumbers for sale in stores today are NOT part of our recall. The recalled cucumbers are now well beyond their natural 10-12-day shelf-life. In addition, we notified our direct customers of this recall over a week ago and asked that they remove the cucumbers from the marketplace. Given these two factors, we are confident that the recalled product is no longer available for sale.

- We sourced the recalled cucumbers from a single Florida farm that is no longer growing, harvesting, or shipping cucumbers.

- The FDA stated that it “has not linked these products (our recalled cucumbers) to any on-going outbreaks.”

Fresh Start Produce Sales is a small sales office that does not grow or harvest produce, but we do take our food safety responsibility seriously. We buy only from reputable growers who meet federal and industry food safety guidelines. We do not yet know what caused the contamination of the cucumber samples tested by Pennsylvania officials, but we are determined to learn from the investigation and its conclusions.

If you have additional questions after reading our [press release](#), please contact our customer service team at 1-888-364-2993, M-F, 8:00 a.m.—5:00 p.m. EDT. We apologize in advance if we cannot answer on the first attempt; we are doing our best to keep up with the high call volume.

Thank you for your understanding.

Sincerely,

Fresh Start Produce Sales Management