

From: [MDHHS-WICVendor](#)
Subject: IMPORTANT UPDATES REGARDING THE ABBOTT POWDER FORMULA RECALL
Date: Sunday, February 20, 2022 1:50:00 PM

Dear WIC Vendor,

The Michigan WIC Program has received further guidance from Abbott Laboratories regarding the recent infant formula recall.

Please take note of the following:

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- All authorized WIC Vendors must provide the same return process for WIC clients as you would for the general public.
- In keeping with your own individual return process, a recalled formula product may be exchanged, credited or refunded.
- Michigan WIC will not be restricting your return policy regarding recalled formula and will not be auditing or investigating your formula return actions.
- **Abbott has confirmed it will credit Vendors for all returned recalled formula.** It will be important for Vendors to keep an accounting of all returned product to assist in the reimbursement process with Abbott.
- Keep in mind that returns, including open cans, are not *store dependent*; meaning a WIC client may have purchased formula from one store; but return at another.
- A receipt is not needed to return a recalled formula.
- Per guidance from the United States Department of Agriculture, Food & Nutrition Services (USDA FNS), you do not need to determine whether a product was purchased with WIC benefits as a part of the return process.
- Vendors should work with Abbott directly on the reimbursement process for returned product:

[Abbott Voluntarily Recalls Powder Formulas Manufactured at One Plant | FDA](#)

Customer Service: 1-800-551-5838 Monday through Friday 8:30 – 5:00 p.m. EST

Please note that the Michigan WIC Program has applied for waivers through USDA to assist during these challenging times. We remain committed to ensuring WIC families have access to infant formula and understand the important role our authorized Vendors play in these efforts.

We will provide additional guidance and information as we have it.

Thank you for all you are doing in our communities for our WIC families.

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