RECALLED WIC FOOD ITEMS

The Arizona WIC Program has recently received several notifications of food items being recalled. This Alert is designed to provide guidance regarding recalled food items that are also WIC authorized.

The Arizona WIC Program Vendor Manual, Section 5, Cashing Food Instruments pages 5-6 through 5-7, specifically state:

After ringing up the WIC transaction the Cashier SHALL NOT:

Provide refunds or permit WIC participants/authorized representatives to exchange WIC foods purchased with a food instrument for unauthorized foods, non-WIC type foods or other items, cash or credit, except for exchanges of an identical authorized supplemental food item when the original authorized supplemental food item is defective, spoiled, or has exceeded its “sell by,” “best if used by,” or other date limiting the sale or use of the food item.

However, the following exception shall be made in regards to recalled food items:

Vendors are permitted to exchange the defective (recalled) food item for an identical food item. If the Vendor has removed all of the identical food items from the shelves, the Vendor can exchange the defective food for another authorized supplemental food of the same type (i.e. peanut butter for peanut butter, juice for juice, etc.) from the Arizona WIC Programs Food List.

For example:

If a jar of “X Brand” of peanut butter is recalled and all “X Brand” is removed from the shelf; the Vendor may exchange the recalled peanut butter for another brand of authorized peanut butter from the Arizona WIC Programs Food List.

This rule will apply to any recalled food items that are authorized by the Arizona WIC Program.

If you have any questions regarding this WIC Alert or need technical assistance, please contact any member of the Vendor Management Team at 1-866-737-3935.

For complaints or concerns please contact the Arizona WIC Complaint Hotline at 1-866-229-6561 or via email at: azwiccomplaints@azdhs.gov.