

## 4.1.6. Returns and Reformulation of Feed

### Standard

Is there a documented procedure for treatment of returns and reformulation into feed?

*Confirm who is authorised and their experience or qualifications.*

*See also clause 8.4 Reworks.*

### Purpose

This clause describes the process for handling returns and reformulations to ensure product safety and quality is not compromised.

### Reason

Using a previous batch (i.e. reworked) product will affect the final nutritional composition of the feed, therefore reformulation is required to ensure quality standards are still achieved. Additionally, reworked material must undergo an assessment that no feed safety risks are introduced into the product or process line from returned or reworked product. Formulations are an integral part of the manufacture of stockfeed, and if unauthorised changes are made the finished feed safety and quality is compromised and may have catastrophic effects on livestock.

Traceability is also imperative to maintain during the reformulation process, to ensure in the event of a recall these products are also accounted for.

### What is Acceptable?

The operation shall have a set of documents that discusses the process for reworks and returns and how these are formulated. Formulation processes need to include how this is managed to ensure nutritional requirements are met and traceability is not lost. These include:

1. Returns Policy.
2. Reworks Procedure.
3. Formulation Procedure.

#### Reworks Procedure

Rework procedure should be capable of handling any return that requires reformulations, for full procedure see Fact Sheet 8.4.1. The operator shall treat all reworks as raw material within feed formulation. Full document traceability of rework material will ensure the rework is not blended into the feed manufacturing process in an uncontrolled manner.

In the event a return requires reformulation, the operator shall ensure:

1. Product is labelled accordingly in quarantine when received at warehouse. The operator must ensure these are clearly identified to minimise the risk of inadvertent use.  
*Emphasis has to be given to higher risk materials that include RAM, medications and any raw material that are incompatible for other livestock.*
2. Evaluation if the product will classify into rework or waste. The safety and quality of the product must be maintained.
  - a. Contamination from transport or storage?
  - b. Shelf-life and specification implication?
  - c. Results from quality control testing of ingredients.
  - d. Nutritional parameters.
  - e. Confirmation from nutritionist.

Once the product has been determined safe to rework, reformulation with the material can proceed. Confirmation from nutritionist or authorised personnel is required.

#### Returns Policy

The policy shall give a set of instructions to customers requesting a refund of product. These may include:

1. Time frame for accepting return after delivery.
2. Conditions of return i.e. If stockfeed has been partially used, include instructions for resealing.
3. Contact details to send return.
4. Instructions for labelling returned product and documents required with return.

The policy should be made available to all customers ideally on a website, or purchase documents.

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