



**To:** HLA Customers  
**From:** Jaime Wolff, Internal Audit  
**Date:** May 25, 2018  
**RE: Recall Notice - VUSE VIBE PRODUCTS**

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This notice is to inform you that items you **may** have purchased have been recalled by the manufacturer. R.J. Reynolds Vapor Company has voluntarily issued a nationwide safety recall on **VUSE VIBE products containing the VIBE Power Unit (Vibe Kits and Vibe Power Units)**. The recall was issued because of malfunctioning batteries causing the power unit to overheat which may create a fire risk. The only products that HLA sold and is subject to the recall are listed below. VUSE VIBE Pre-filled Tanks are **not** subject to the voluntary recall and will continue to follow the normal return process.

You will be contacted directly from RJR on the packing requirements. The packing requirements per the US Department of Transportation (DOT) are attached.

Customers may return recalled product from **June 4<sup>th</sup> – June 15<sup>th</sup>**. We will not accept any returns without the proper packing determined by the DOT.

It is HLA's policy to accept returns and issue credit for the recalled products with the identified UPC Codes listed below. HLA will not provide credit for those products that are not recalled. In order to receive credit, the following must occur:

- The product was purchased from HLA.
- The product is packed in accordance with the DOT requirements.
- The product must be listed below and contain the dating listed. If the product does not match, it will not be accepted and credit will not be given.
- The product must be returned to HLA from June 4<sup>th</sup> – June 15<sup>th</sup>. No exceptions will be provided.

Description	HLA Item	Carton UPC	Pack UPC
Vuse Vibe Original Kit (old packaging)	155984	8 4920500778 6	8 4920500777 9
Vuse Vibe Original Kit (current packaging)	156489	8 4920501527 9	8 4920501526 2

For any questions or concerns, please contact your Sales Representative.

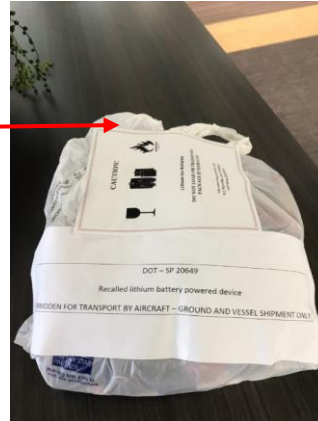
## PACKING REQUIREMENTS

Per the **U.S. Department of Transportation (DOT)**, the requirements below shall be utilized for all affected VUSE VIBE product returns shipped back to Supplier.

- **Retail/subjobber** returns will require the following:
  - Two (2) specific labels (one of each) to be applied to the outside of the container/bag used for product returns.
  - Full review of the DOT permit
    - Reading the DOT permit will satisfy the requirement for Hazmat Training.
  - A copy of the DOT permit to be inserted in the packing slip and affixed on the outside of the container/bag used for product returns. DOT permits must not be placed inside the container/bag.

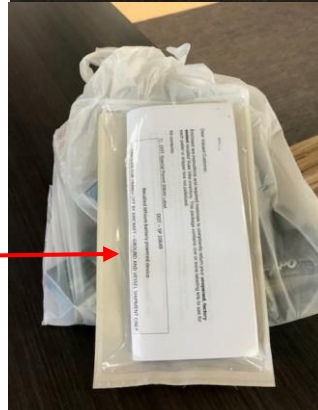
If using a bag for product returns:

Product returns packed in bag shown with both of the labels provided in Label Kit applied visibly to outside of bag



If using a bag for product returns:

Image of same bag (opposite side) shown with DOT Permit provided in Label Kit inserted visibly into packing slip and applied to outside of bag



If using a box for product returns:

Return product in box shown with both labels and DOT permit in packing slip applied visibly to outside of box



The images above depict proper placement of two labels and DOT Permit (inserted visibly inside packing slip).

Retail/Subjobber affected product may be returned to supplier in a box, bag or other suitable container with two labels and DOT Permit (inserted visibly inside packing slip) affixed to container