

March 26, 2025

To Our Valued Customers,

JALUX ASIA LTD.

****Notice and Apology Regarding the Voluntary Recall of Certain Products****

We sincerely appreciate your continued support and patronage.

It has come to our attention that due to our oversight, some products from Royce' Confect Co., Ltd., which we have been selling, were provided to customers beyond the frozen storage period specified by Royce' Confect. As a result, we have decided to voluntarily recall the affected products.

We deeply apologize for any concern or inconvenience this may cause. If you believe you have purchased the affected products, we kindly ask you to contact us per the details below.

We take this matter very seriously and will continue to enhance our quality control measures to ensure that you can enjoy our products with confidence in the future.

【Affected Products and Sales Period】

- ① Royce' Nama Chocolate Mild Cacao (JANCODE: 4903379120927) Sales period: 20 Nov 2024 to 10 Mar 2025
- ② Royce' Pure Chocolate Venezuela Bitter & Ghana Sweet (JANCODE: 4903379063453) Sales period: 20 Nov 2024 to 12 Mar 2025
- ③ Royce' Nama Chocolate Sakura Fromage (JANCODE: 4903379030790) Sales period: 21 Nov 2024 to 6 Jan 2025
- ④ Royce' Potatochip Chocolate Caramel (JANCODE: 4903379084069) Sales period: 21 Nov 2024 to 9 Mar 2025
- ⑤ Royce' Kyoto Potatochip Chocolate "Uji Matcha & Sancho" (JANCODE: 4903379052808) Sales period: 5 Jan 2025 to 28 Feb 2025
- ⑥ Royce' Kyoto Nama Chocolate "Uji Matcha & Fromage" (JANCODE: 4903379053003) Sales period: 5 Jan 2025 to 3 Mar 2025

※Products with best-before dates outside the above range are not subject to this recall.

【How to Return Affected Products】

If you have any of the affected products, we kindly ask that you return them to the address below via postage-paid shipping, along with a receipt or proof of purchase if available.

After receiving the returned product, we will either send you a replacement product or provide a refund. Please be sure to include your postal code, address, name, phone number, and your preference for a replacement or refund (if refund, please specify the bank details for the refund). Note: It may take approximately 1 to 2 weeks for the replacement product to be shipped or the refund to be processed.

【Return Address & Contact Information】

JALUX ASIA LTD. TEL: 02-258-6531 EMAIL: [mailto:as@as.jalux.com](mailto:mailto.as@as.jalux.com)

159/14 Serm-Mit Tower, Unit 915, 9th Floor, Sukhumvit 21 (ASOKE), North Klongtoey, Wattana, Bangkok 10110, Thailand

Business Hours: 9:00 AM – 5:00 PM (Closed on Saturdays, Sundays, and Public Holidays)

【Handling of Personal Information】

Any personal information provided by customers will only be used for this recall process and will not be used for any other purpose.

We sincerely appreciate your cooperation and understanding.

Sincerely,

JALUX ASIA LTD.