Ohio Administrative Code

Rule 1301:18-9-04 Product Alerts and Recalls.

Effective: August 28, 2025

(A) Each licensee shall establish, maintain, and comply with written policies and procedures to conduct product alerts and recalls of cannabis and ensure the following:

(1) A designated recall coordinator is trained and prepared to manage complaint and product investigations. The designated recall coordinator is responsible for:

(a) Communicating timely and accurate information to the division of cannabis control.

(b) Maintaining up-to-date communication and contact lists for the licensee's recall team members.

(2) Each of the following elements are included:

(a) Identification of the product name, unique product identification, description, batch or lot number;

(b) Identification of any reports or complaints made to the licensee about the product;

(c) Inventory and sales review of the affected products including products in the licensee's inventory, products transferred, dispensaries transferred to, and products sold;

(d) Adequate product quarantine steps; and

(e) Notification templates for the groups described in paragraph (A)(4) of this rule.

(3) Appropriately address product alerts and recalls, whether initiated by the licensee or by the division.

(4) All affected product is immediately quarantined from other viable inventory intended for

distribution and maintained in a secure location.

(5) The licensee notifies the following individuals about the alert or recall:

(a) All associated licensees that cultivated, processed, or dispensed the affected cannabis;

(b) All patients who have, or likely have, obtained the affected product;

(c) All customers who have, or may have, obtained the affected product are notified via a conspicuous posting at the dispensary of the alert or recall notice by each dispensary where the product was sold;

(d) The communication must include information on the process for return of the recalled product; and

(e) If the alert or recall is initiated by a licensee, notification to the division immediately after initial determination that an alert or recall is necessary and proper.

(6) Pursuant to paragraph (A)(5), the licensee contains the following information within the notice:

(a) The business name and license number of all licensed entities that received the affected product;

(b) The product identity;

(c) Product description;

(d) Net contents;

(e) Batch or lot number; and

(f) If applicable, notice that the customer must return the affected product within thirty calendar days of the notice to receive a refund and revision of a patient's days' supply.

(7) In the event of a product alert or product recall directs a customer to return the affected product to a dispensary, the dispensary shall do the following:

(a) If the product is returned within thirty calendar days of the notice, accept any unused affected product;

(b) If the dispensary has established a more expansive return policy in accordance with rule 1301:18-8-12 of the Administrative Code and the product is returned within that policy, accept any affected product.

(c) Provide the customer a refund of the purchase of the product contemporaneously with the return; and

(d) If applicable, revise the patient's days' supply to reflect the returned product.

(e) Unless otherwise authorized by the division, the dispensary shall destroy and dispose of any cannabis returned pursuant to this rule in accordance with rule 1301:18-3-12 of the Administrative Code.