

Lydaxx 100 mg/ml solution for injection for cattle, pigs and sheep – Product defect recall alert

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News story

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We wish to make wholesalers and veterinary surgeons aware that Vetoquinol UK Ltd has initiated a Class I recall of Lydaxx 100 mg/ml solution for injection for cattle, pigs and sheep as a precautionary measure.

Vetoquinol have identified that there is a potential for the sterility/stability of the product to be compromised due to a crimping problem of the aluminium cap. This recall is for the 100 ml bottles of the following batch only:

Batch No.0C3829 Expiry Date 03/12/2022

Vetoquinol UK Ltd is contacting wholesale dealers and veterinary surgeons to examine inventory immediately and quarantine products subject to this recall.

For further information regarding the recall, please contact the Customer

Services Department on +44 1280 814500 Option 1 or email:
UK_office@vetoquinol.com.

Published 17 August 2021

[Changes to the way IPO fees are paid](#)

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A more seamless payment experience

From 23 August 2021, the Intellectual Property Office (IPO) joins over 200 other UK government organisations in taking fee payments using GOV.UK Pay.

All fees paid online to the IPO using a credit or debit card will be made using the GOV.UK Pay service. GOV.UK Pay is secure and fully Payment Card Industry (PCI) compliant. It is used and trusted across government to take payments for over 500 different services.

The new screens will provide all the same options as the Barclaycard service we have used for the last 4 years. The big difference regular online customers will notice is that they no longer move away from GOV.UK branded screens when making a payment.

Deposit account holders' payment options will not change.

A shorter payment reference

We are making an improvement to the process of [paying fees for paper forms](#). The online process for paying these fees remains the same, with one small change. Instead of receiving a 16 character reference after you make a fee payment, you will now receive a **10 character payment reference**. This is what you will enter onto the IPO form you are completing.

Customers have told us that the previous reference was very long and easily confused with a credit card number. Moving to a shorter reference removes that confusion and makes it easier to enter accurately on our forms.

Service disruption weekend of 21 to 22 August 2021

We plan to implement the above changes to our payment systems over the weekend of 21 to 22 August 2021. Customers accessing fee-bearing online services may experience disruption over these two days and we apologise for any inconvenience this causes.

Strong Customer Authentication (SCA)

New banking industry rules come into force over the next few months to reduce online fraud. Strong Customer Authentication (SCA) may mean that you are asked by your bank to verify your identity using a 'second factor' when making online payments. Visit the [FCA website](#) for more information.

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[Guidance: COVID-19: arranging or attending a funeral or commemorative event](#)

Guidance for arranging or attending a funeral or commemorative event during the coronavirus (COVID-19) pandemic.