

**A leading international baked snack business, part of pladis which combines three centuries of baking and confectionery expertise by bringing together its iconic Godiva, McVitie's and Ulker brands.**

**For more information, please visit [www.pladisglobal.com](http://www.pladisglobal.com)**

# Contact Us

## Consumer Care Enquiries

We hope you love our snacks, but if you have any feedback on any of our products we would be delighted to hear from you. Our Careline is open Monday to Friday, 09:00 – 17:00, and our phone numbers are detailed below. You can also contact us by email or post via our contact details below, and we will get back to you as soon as possible.

## Email

For any of our products, please email: [ubconsumerservices@pladisglobal.com](mailto:ubconsumerservices@pladisglobal.com)

In order to provide a better service to our consumers, we kindly ask you to include following information on your email:

- Your name
- Your address and postcode
- The product's name, size and best before date and associated detail.
- The place and date of purchase

## Telephone

- For McVitie's, please call: 0800 456 1372
- For Jacob's, please call: 08081 449 454
- For all our other biscuits and snacks, please call: 0800 456 1372
- For Republic of Ireland, please call: 1800 409 317

## Post

- For McVitie's, you can write to us at Freepost MCVITIE'S
- For Jacob's, you can write to us at Freepost JACOB'S
- For Carr's, you can write to us at Carr's, The Biscuits Works, 54 Church Street, Carlisle, Cumbria, CA2 5TG
- If your query relates to Carr's in the USA, please contact the team via the Carr's US site.

## Ideas and suggestions

Unfortunately, owing to the extensive research required to identify the level of consumer support, and to introduce a new product, we are not able to use any ideas from members of the public.

## Media Centre

[www.pladisglobal.com/our-stories/media-contacts](http://www.pladisglobal.com/our-stories/media-contacts)

## Suppliers

We are always looking for new suppliers that can work with us both locally and globally. Follow the link and register on our online portal, free of charge. Once registered, you will be able to complete our new supplier questionnaire. Once you have completed the questionnaire your details will be passed to the relevant buyer.

[pladis UK Standard Terms and Conditions](#)

## Customers

United Biscuits products are available through many retail outlets. We work closely with our retail customers by offering them merchandising advice and valuable insights to help maximise sales. Find out more on our Better Biscuits website

# 123HealthyBalance

Our mission is to provide simple, wholesome pleasures to all our consumers.

We recognise concerns about obesity and dietary health and we're working hard to be part of the solution. We are committed to offering clear and accurate information to help you make your own choices when it comes to snacking.

Our wide range of high quality, tasty baked snacks provide you with choice whether you're looking for a healthier option or an indulgent treat.

We know our brands are much loved and they can, and should, be enjoyed as part of a healthy, balanced diet.

**Eat Healthily**



**Keep Active**



**Our Products**



## Frequently asked questions

**Your feedback and questions are important to us.**

Please check through the FAQs below, they might help you before contacting us.

**Do you use palm oil? If so, is this sustainable palm oil?**



**Do you use GMO in your products?**



**Why is it that for some products the packaging can be larger than the product?**



**What is UB's policy on sponsorship/donation requests?**



**Product is out of date; what should I do?**



**How do I know if a product is suitable for vegetarians?**



**What is your position on using cage-free eggs?**



Are any UB products Kosher certified?



Do any of your products contain alcohol?



Do you provide product lists for consumers who have a dietary requirement?



Do you use Mono Sodium Glutamate in your products?



Are your products suitable for coeliacs?



Where can I buy pladis products?



Can your packaging be recycled?



Why do you discontinue lines?



Can you explain the coding to me for these packs - I don't understand it?



How should I store your products?



I have a query on the product I have bought - where can I find out more?



Can I submit an idea for a new product / packaging, or for a variant to an existing product / packaging?



How much sugar do your products contain?



What are free sugars?



How much sugar should I eat as part of a healthy diet?



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