

▼ Case Description and Comments

Subject

ZYN Product Concern

Description

(b) (4)



(b) (6)

to Swedish Match North America LLC Only sent an email.

May 16, 2023 at 4:35 PM



To: [REDACTED]

Hi [REDACTED],

Thanks for reaching out to regarding ZYN® Nicotine Pouches. We appreciate you taking the time to contact us.

Do you still have any of the product within the product can that we may receive for evaluation? We would ask that you please return the product in question, in the original packaging, so we can check out the issue firsthand. To make the return easy, we will send you a self-addressed stamped package.

Please provide your complete mailing address, and we will process your inquiry.

If you have any further questions or additional comments please don't hesitate to call us at 855-YOUR-ZYN, Monday through Friday 8:00 am to 8:00 pm Eastern time or email us at info.us@ZYN.com.

Sincerely,
ZYN Consumer Care

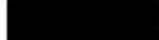
 Like

 Comment



Write a comment...



 to Swedish Match North America LLC Only sent an email.
May 16, 2023 at 7:27 PM



To: info.us 

(b) (4)



[REDACTED] to Swedish Match North America LLC Only sent an email.
May 17, 2023 at 1:16 PM



To: [REDACTED]

Hi [REDACTED],

Thanks again, and we completely understand. We are not aware of this issue with other customers. While we are not permitted to comment on the health effects of our products the following is a list of our ingredients. We recommend you continue to consult with your physician to help determine the cause of any issues.

In addition to nicotine salt, ZYN contains only food-grade ingredients. These include a granulation agent, fillers, pH balancers, sweeteners and flavorings.

Here's a deeper dive:

- NICOTINE SALT (b) (4) Salt extracted from tobacco leaves used to deliver nicotine satisfaction.
- STABILIZERS (b) (4) A plant-based food additive used to maintain pouch consistency.
- FILLERS (b) (4) and (b) (4) Ingredients used to add bulk to each pouch. Commonly found in chewing gum.
- pH ADJUSTERS (b) (4) and (b) (4) Minerals used in baked goods to help adjust pH levels.
- SWEETENERS (b) (4) Sugar substitute often used in beverages and confections as a flavor enhancer.
- FLAVORINGS (b) (4) Natural additives used to enhance the taste of each pouch.

If you have any further questions or additional comments please don't hesitate to call us at 855-YOUR-ZYN, Monday through Friday 8:00 am to 8:00 pm eastern time or email us at info.us@ZYN.com.

Thank you
ZYN Consumer Care