

RE: PRODUCT WITHDRAWAL WITH IMMEDIATE EFFECT - Clementoni, DISNEY BABY PRESS&GO CARS - Code no. 14392

Dear Customer,

We are writing to let you know that a complaint and the ensuing internal investigations have revealed that there is a non-conformity for Disney Baby press&go cars and a deviation from our quality standards. We would like to point out that this is not a general issue affecting all products, but is rather confined to specific batches. Nevertheless, we have decided to suspend sales of this particular item and immediately withdraw all items already on the market belonging to the batches concerned so that we can run more thorough checks and investigate the matter in greater depth. However, an initial examination has shown that small parts could break off and be swallowed, presenting a choking risk for small children or possibly causing damage to the child's digestive system.

Therefore, please immediately remove from customer sale the item identified by EAN code: 8005125143924 (refer to the image beneath) should it belong to the following production batches: 20F19, 20K06 e 21B04; the batch is identifiable by the printed number on the bottom of the car (see the image beneath).



In view of the above, we are counting on your cooperation in informing all consumers about this issue and ensuring the smooth withdrawal of all items already released to the market.

We will be in touch soon to let you know exactly when to expect collection (at our expense) of all the items in your possession and how to inform customers about the matter. You will be issued with a credit note of the corresponding amount for all collected items.

For any further information, please get in touch with your Clementoni sales agent or call our support department.

Please note that, in addition to the measures detailed above, we apprised the competent supervisory authorities on 21/09/2021 of the problem and will also see to informing consumers on our company website, via printed articles published on the main daily newspapers and any other suitable method.

We are at your entire disposal for any additional details.

Recanati 21/09/2021

Yours Sincerely,



CLEMENTONI S.p.A.
Chief Executive Officer
Giovanni Clementoni

