

RE: PRODUCT RECALL WITH IMMEDIATE EFFECT – Clementoni, BLOOMING FLOWER RATTLE – Cod. 17326 / 17360

Dear Customer,

We are writing to let you know that after some complaints, the ensuing internal investigations have revealed that there is for the product in object a non-conformity and a deviation from our quality standards. We would like to point out that this is a general issue affecting all units. Nevertheless, we have decided to suspend the sales of this particular item and immediately recall all quantities already on the market so 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 withdraw from the sale the item identified by EAN code: 8005125173266 and 8005125173600 (refer to the image beneath):



Please note that the above-mentioned item is included into the following assortment codes: 17324A / 17326C / 96387 / 98005 / 98005TS

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 a credit note for the corresponding amount for all collected items.

In case the product is still stocked in your warehouse, kindly stop the sales because those quantity must to be destroyed. 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 are informing the consumers on our company website and in any other suitable method/channels.

We are at your entire disposal for any additional details.

Recanati 03/11/2021

Yours Sincerely,

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

