

FABRIC SLINGS SOLD WITH LIL' LUXURIES WHIRLPOOL, BUBBLING SPA & SHOWERS RECALL - FAQs

Q. Why is the Company conducting this recall?

A. Safety is our highest priority and we are conducting this recall out of an abundance of caution to prevent any potential future incidents with older products potentially being used or sold on the secondhand market. If the instructions for use are not followed properly (namely, there should be no more than 1 inch of water as per the "Max Fill" label on the accompanying tub) then there is a potential risk of submersion.

Q. How is the Company conducting this recall?

A. We are offering consumers who have a fabric sling manufactured as part of the Lil' Luxuries Whirlpool, Bubbling Spa & Shower between October 2012 and October 2013 that does not have a white plastic attachment clip located at the headrest, a free replacement fabric sling that does contain a white plastic clip at the headrest meant to fasten the sling to the frame.

Q. How can I tell if my product is affected by the recall?

A. Inspect the fabric sling to insure that it has a white plastic attachment clip at the headrest of the sling that fastens to the plastic frame. If your sling does NOT have a white plastic clip, then your product is affected by the recall and we will send you a free replacement.

Q. How do I participate in the recall?

You can fill out a form at www.summerinfant.com/alerts or contact our Customer Service Department toll free at 844-612-4254 from 9 a.m. to 5 p.m. ET Monday through Thursday and 9 a.m. to 3 p.m. ET on Friday.

Q. My product appears to be okay. Can I continue to use it?

A. If you purchased your product "new" within the last three years and it has a white plastic attachment clip located at the headrest of the sling, it is ok for continued use and is NOT part of this recall. If you have the older version of the sling with only elastic loops manufactured between October 2012 and October 2013, then please discontinue use. Even though your product appears to be safe, we are asking all customers to stop using the product immediately and participate in the recall to replace the sling. Safety is our number one priority and want to insure that all potentially affected items are replaced.

Q. Will I be able to repair the product myself?

A. No. Do not repair the product yourself. Please discontinue use and call us immediately for a replacement.

Q. I no longer have the receipt for the product. Can I still receive a replacement?

A. Yes.

Q. How long will it take for me to get the new sling?

A. Approximately 7-10 business days for processing and mailing from the time you contact us.

Q. I want a full replacement of the product including the tub or a full refund.

A. This is not the joint agreement with CPSC and Summer Infant. In this situation, replacement of the tub or a full refund is not necessary as a new sling is all that is needed to remedy the issue.

Q. I live internationally, how do I go about getting the new sling?

A. Please email us at custservice@summerinfant.com for further assistance.