

CONSUMER STATEMENT EUROPE (GERMANY)

Product recall of Fisher-Price® 2-in-1 Soothe 'n Play Glider

- Generations of parents and caregivers have trusted Fisher-Price to provide safe, high-quality products for children and babies. There is nothing more important to them than the safety of our products and the trust families put in us.
- It is because of Fisher-Price's commitment to safety that it has voluntarily recalled the **Fisher-Price® 2-in-1 Soothe 'n Play Glider** product.
- While there have been no reports of serious injuries or deaths in the 2-in-1 Soothe 'n Play Gliders, we are recalling the product globally due to reports in the United States of four infant deaths in a similar product sold in North America. The infants were reportedly placed on their backs unrestrained in the product and later found on their stomachs. This particular product was not sold in Europe.
- Fisher-Price remains committed to educating parents and caregivers on the safe use of all of its products, including the importance of following all warnings and instructions to ensure the health and safety of babies and children.
- Fisher-Price is directing all consumers to immediately stop using all units of the Fisher-Price® 2-in-1 Soothe 'n Play Glider.
- In Germany this recall applies to the following product numbers of the Fisher-Price® 2-in-1 Soothe 'n Play Glider:
 - GWD46 (Fisher-Price 2-in-1 Wiege mit Smart Connect)
 - HBD64



GWD46



HBD64

- The model number is located on the underside of the base of the products.
- In return for sending back their 2-in-1 Soothe ‘n Play Glider, consumers will receive a refund for 2-in-1 Soothe ‘n Play Gliders purchased in Europe.
- Consumers who purchased the Fisher-Price® 2-in-1 Soothe ‘n Play Glider are requested to contact Fisher-Price to arrange a return. Within 14 days, consumers will receive a mailing bag and detailed instructions on how to return the seat pad and seat back from the 2-in-1 Soothe ‘n Play Glider. If the consumer has the original sales receipt, they may include a copy of it inside the package and keep the original. In case the mailed items are lost in transit, the consumer should keep the remainder of the product until they receive their resolution, and then they should dispose of it.
- Consumers may arrange a return by contacting Fisher-Price via:

Telephone: 0800-7898797 Our toll-free customer service is available on weekdays from 8:30 a.m. to 1:00 p.m.

E-Mail: service.de@mattel.com

- Fisher-Price has a long, proud tradition of prioritizing safety as our mission. We at Fisher-Price want parents around the world to know that we have every intention of continuing that tradition We continue to be committed to these values.

10 June 2021

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