

Date 6th January 2022

Reference: Important Recall Notification

Dear Customer,

Our records show that you have previously purchased one of the Little Green Sheep A-Frame or Curved Baby Gyms and we are contacting you to highlight a potential product safety issue involving 6 charms that feature a beech wood ring, pictured below.



As a responsible manufacturer, we undertake regular testing of all of our products and as part of our ongoing due diligence testing program we have identified that some of the wooden rings on the Knitted Bear rattle, Knitted Bunny rattle and Bunny Ear charms can break into small pieces during what is described as “use and abuse” testing.

The safety of our customers and products is our primary concern and whilst we are reassured that these items have passed all testing previously, and we have not received any reports of damage or breakage in use, we have taken the decision to voluntarily recall these charms from customers as a precaution.

Customers with the above Bear, Bunny and Bunny Ear charms should stop using them immediately and should remove the charms from their baby gym frame or other items they may be attached to.

The remaining soft animal charms, wooden charms and crochet charms can continue to be used with the baby gym frames and meet all relevant safety requirements.

We are asking all customers who purchased a baby gym frame either from us directly or through our network of retail partners to immediately stop using their original charms that feature a wooden ring and to **register for new replacement charm(s)** at www.thelittlegreensheep.co.uk/product-recall/

As part of the registration process, we are asking customers to confirm that they have stopped using and have disposed of their original charms. Charms can be disposed of with household refuse.

We would like to sincerely apologise to customers for any inconvenience or disappointment caused.

If you have any queries or concerns, please contact our Customer Experience team at hello@thelittlegreensheep.co.uk or by call us on 0800 028 1433.

