

Voltz Toys Inc
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05 Apr 2024

Product Recall Notice

Dear Valued Customers,

We regret to inform you that a voluntary recall has been issued for the Unilove Hug Me Plus 2-in-1 Bedside Sleeper & Portable Cradle for Newborn, batch number 0001~0430. This recall has been initiated due to a non-compliance issue with Health Canada's requirements as outlined in SOR/2016-152, section 4.

Issue:

Our investigation has revealed that the affected product does not meet the stipulated requirement of ensuring that the angle of the mattress support does not exceed 7° from the horizontal, as mandated by Health Canada. We take this matter seriously as it concerns the safety and well-being of your loved ones.

Risk:

The deviation from the specified incline positions poses a potential risk to the safety of infants using the product. As such, continued use of the affected product may pose a hazard.

Action Required:

We urge all customers who have purchased the Unilove Hug Me Plus 2-in-1 Bedside Sleeper & Portable Cradle for Newborn with batch number 0001~0430 to immediately cease using the product and to return it to us for a full refund or replacement. Please refrain from using the product until further notice.

Customer Support:

For further assistance and to arrange for the return of the product, please contact our customer service team at help@voltztoys.ca. Our dedicated team is available to assist you with any questions or concerns you may have regarding this recall.

We sincerely apologize for any inconvenience this may cause and assure you that we are taking all necessary steps to rectify this issue promptly. Your safety and satisfaction are our top priorities.

Thank you for your cooperation and understanding.

Sincerely,

Voltz Toys