



## Newborn Lounger Recall – Frequently Asked Questions

### **Why is Boppy taking this action?**

Boppy is conducting a voluntary recall with the U.S. Consumer Product Safety Commission (CPSC) to address a risk of infant suffocation.

### **Have there been fatalities/injuries associated with the product(s)? How many?**

As the recall press release states, eight infant fatalities have been associated with Newborn Loungers when the product was used for sleep.

### **Which Newborn Lounger models are affected?**

All models of the product: Original Newborn Lounger, Preferred Newborn Lounger, Pottery Barn Kids Newborn Lounger.

### **How do I obtain a refund for my Newborn Lounger?**

Consumers may visit [www.boppy.com/loungerrecall](http://www.boppy.com/loungerrecall) or call 1-800-416-1355 for more information, including eligibility for a refund.

### **Is it important that I participate in this recall?**

To address a risk of infant suffocation, Boppy and the CPSC encourage all consumers to immediately stop using the Newborn Lounger and participate in this recall.

### **Will I be able to receive a replacement Newborn Lounger?**

No. Boppy is offering a refund, not a replacement.

### **When will I receive my refund?**

Normal processing times are 4-6 weeks.

### **Why are some consumers only eligible for a prorated refund for the Newborn Lounger?**

Refund amounts will be determined based on the date of purchase if a receipt can be provided or based on the date of manufacture of the product if a receipt cannot be provided.

### **Where can I find the UPC/Item Number and Date Code on the Newborn Lounger?**

The UPC and/or Item Number are on the front of the Care Label toward the bottom. The date code is stamped on the back of the second label and is formatted XX-XXX.

**How many of the Newborn Loungers have been shipped in the US and Canada?** Approximately 3.3M units have been shipped in the US and Canada since 2004.

### **When was the Newborn Lounger on the market?**

The Newborn Lounger was shipped from 2004 to September 2021. This recall does not affect any other Boppy products.

### **Does this effect the Boppy Nursing Pillow or any other products?**

The voluntary recall only pertains to Newborn Loungers and does not include Boppy's Nursing Pillows or any other Boppy products.

### **Questions about other Boppy products?**

If you have a question about your Boppy product(s) and can't find the answer in the [product use pages](#), [FAQ page](#), or [video hub](#), feel free to reach out to [info@Boppy.com](mailto:info@Boppy.com).