



## 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. **Please note that when submitting the information required for a refund, the browser you should use is Google Chrome. Each photo attachment may not exceed 10 MB. Please use jpg, png or tif formats.**

### 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 6-8 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.

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Golden, CO 80401 U.S.A. Phone: 720.746.3820  
RN 123225

SAP: 0000000000000000  
UPC: 00000000000000  
PO: YYDDDD



Warning on reverse/Advertencia al reverso  
[www.boppy.com](http://www.boppy.com)

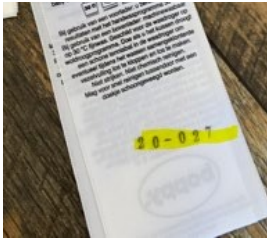
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RN 123225

Item #0000000  
PC#  
Date Code



Warning on reverse/Avertissement au verso  
Advertencia al reverso/Waarschuwing op achterzijde  
[www.boppy.com](http://www.boppy.com)

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).