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. 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.