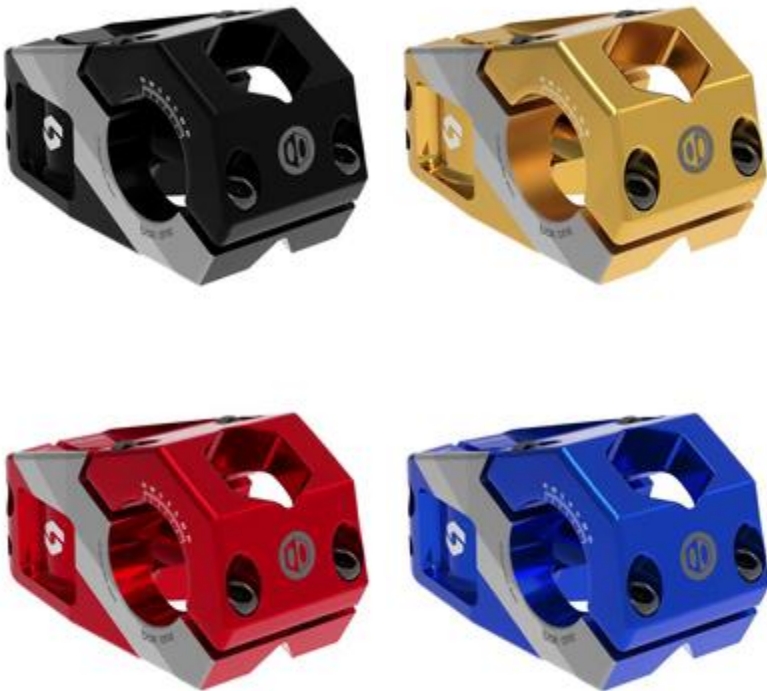![box "Be Different"]

Important Safety Notice and Product Recall: BOX ONE Oversized 31.8 Delta Stem

Dear [Consumer],

We hope this letter finds you well. We are writing to inform you of an important safety notice regarding our BOX ONE Oversized 31.8 Delta Stem. SKUs: BX-ST21DT31848-BK, BX-ST21DT31848-BL, BX-ST21DT31848-GD, BX-ST21DT31848-RD, BX-ST21DT31853-BK, BX-ST21DT31853-BL, BX-ST21DT31853-GD, BX-ST21DT31853-RD pictured below:

Hazard: During our recent quality control inspection, we discovered a manufacturing error that has affected the faceplate of the stem. The faceplate was machined slightly too narrow, resulting in a thinner wall thickness around the four bolt holes. This could potentially cause the

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walls on the outside of the faceplate to tear in the area of the bolts when tightened, leading to a failure of the faceplate. This failure may cause the handlebars to become loose, potentially resulting in injury to the rider.

We take the safety of our customers and the quality of our products very seriously. As such, we have quarantined our stock of the affected stems. However, we are aware that a small quantity of these stems have already been sold to distributors, dealers, and consumers.

Remedy: We kindly request that you immediately quarantine any BOX ONE Oversized 31.8 Delta Stem that you may have and cease using the product.

We would like to offer you a full refund or a replacement with another model stem of the same size. Please contact us directly to arrange for the refund or replacement.

Your cooperation and understanding in this matter are greatly appreciated. We apologize for any inconvenience this may cause and are committed to resolving this issue as quickly and efficiently as possible.

Process recall claims here: https://boxcomponents.com/pages/recall-claim-form-delta-stem

If you have any questions or require further information, please do not hesitate to contact us. Toll Free: 1 (800) 797-6880

Thank you for your attention to this important matter.

The Cycle Group Dba Box Components

Date: 10/24/2023

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