



13<sup>th</sup> April, 2023

## **SAFETY RECALL NOTICE**

Dear Consumer

We are writing to let you know that we are voluntarily recalling certain Crystal Art Silver Picture Frame Kits that were sold by us in the UK and EU between May 2022 and March 2023.

Our team has identified that the silver picture frames in these kits have a lead content that exceeds the limit as defined by EN-71-3 regulations.

Please see Appendix 1 (attached) for details, images and batch numbers of the affected products. The batch number can be located in the bottom right hand corner on the reverse of the packaging.

With the safety of our customers at the forefront of our minds, we are conducting a voluntary recall. No injuries have been reported.

Our records show that you have purchased at least one of these products from us, via our website [www.craftbuddyshop.com](http://www.craftbuddyshop.com).

### **WHAT TO DO**

You should stop using the product, and keep it out of the reach of children.

We also invite you to **request a free replacement frame**.

We will send a safe replacement frame to you, which is white in colour, within 6-8 weeks. If you wish to take up this offer, please e-mail us at [customer.service@craftbuddyltd.co.uk](mailto:customer.service@craftbuddyltd.co.uk) with your order number, and with the subject line "SILVER FRAME RECALL / REPLACEMENT". We recommend you dispose of the existing silver frame. We will send the replacement to the same address you gave when you last ordered from us.

Appendix 2 (attached) is an image of the replacement white frame.



We apologise for any inconvenience caused.

Yours sincerely,

Mr. Gary Wadhvani  
Craft Buddy Ltd



















**Appendix 1: Details, images and batch numbers of affected products (page 1 of 2)**

Item SKU	Item Name	Batch Number	Photo 1	Photo 2
CAM-12	"Dolphin Dance" Crystal Art Picture Frame Kit	1845, 1848, 1849, 1850		
CAM-15	"Snow Leopard" Crystal Art Picture Frame Kit	1845		
CAM-22	"Tiger Cubs" Crystal Art Picture Frame Kit	1845, 1848, 1850		
CAM-23	"Lion" Crystal Art Picture Frame Kit	1845		
CAM-27	"Hungry Hummingbirds" Crystal Art Picture Frame Kit	1848		
CAM-28	"Tiger Face" Crystal Art Picture Frame Kit	1845, 1848, 1849, 1850		
CAM-29	"Joy" - Rachel Froud Crystal Art Picture Frame Kit	1845, 1850		
CAM-30	Festive Door	1845		
CAM-31	Majestic Hare & Robin	1845		

Craft Buddy Ltd  
 Address: Unit 7 Anglo Business Park, Asheridge Road, Chesham, HP5 2QA  
 Contact Number: 0203 4176565  
 Company Number: 07236303



**Appendix 1: Details, images and batch numbers of affected products (page 2 of 2)**

Item SKU	Item Name	Batch Number	Photo 1	Photo 2
CAM-32	Unicorn Crystal Art Picture Frame Kit	1848		
CAM-33	Kittens Crystal Art Picture Frame Kit	1848		
CAM-34	Owl Crystal Art Picture Frame Kit	1848		
CAM-MCU930	Captain America Crystal Art Framed Picture Kit 21x25m	1848, 1849		
CAM-35	MC Swag Framed Picture Kit	1850		
CAM-PDB501	Taking A Stroll - Paddington Bear Crystal Art Frame Kit	1850		
CAM-PRBT01	Peter Rabbit Crystal Art Framed Picture Kit	1847, 1848		
CAM-SMRF530	Papa Smurf, Smurfette and Brainy Silver Frame Crystal Art Kit	1848		
CAM-SWS501	Grogu and the Mandalorian Crystal Art Picture Frame Kit	1848		
CAM-SWS502	Darth Vader and Stormtroopers Crystal Art Picture Frame Kit	1848, 1849		

**Appendix 2: Image of replacement white frame (image not included)**

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