



## IMPORTANT PRODUCT SAFETY NOTICE



Product: **Shnuggle Folding Bath Stand**  
Model no: **SHN-BTH-FST2**  
Batch. No: **All products manufactured until January 2022 (2019 – January 2022)**

### HAZARD

At Shnuggle, the safety and wellbeing of our customers is our highest concern. For this reason, we are issuing a voluntary safety alert for the following product.

When **the bath is fitted correctly** the Shnuggle Folding Bath Stand exceeds all European safety standards and does not pose a safety risk. However, if the Bath is **fitted incorrectly** to the stand, there is a risk that the baby in the bath could fall from a height.

### WHAT TO DO

As the safety of our customers is our highest priority, we have designed a **Safety strap** that can be quickly and easily fitted to the folding bath stand to prevent this risk.

If you own a **Shnuggle Folding Bath Stand**, please stop using the product immediately and order a free **safety strap** using the following link:

[www.shnuggle.com/safety-strap](http://www.shnuggle.com/safety-strap)

The strap can be quickly and easily fitted to the stand and does not affect the function of the stand in anyway. The strap comes with fitting instructions and a video can also be found on the website link above.

### CONTACT

Please review the Q&A below. Should you have any additional questions, please email us at [hello@shnuggle.co.uk](mailto:hello@shnuggle.co.uk) at any time, or contact our customer service desk on +44 (0) 28 9181-5169. (Monday – Thursday, 08:30 – 17:00 and Friday 08:30 – 14:00).

We have taken this voluntary action to ensure the safety and wellbeing of our customers and apologise for any inconvenience.

# shnuggle®

## Q&A

**Q: What's the problem?**

A: When used correctly the Shnuggle Folding Bath Stand meets all European safety standards, **however**, we have learned if the Bath is fitted incorrectly to the stand, there is a risk the bath can fall from the stand. The new **safety strap** will prevent this.

**Q: My product appears to be okay. Can I continue to use it?**

A: We advise customers to stop using the stand immediately and visit our website link above to order a free '**Safety Strap**' which includes instructions on how to fit the strap.

**Q: What should I do if I experience problems?**

A: Stop using the bath stand immediately. You are still able to use the Shnuggle baby bath safely without the stand. Please contact us for support on the contact details above.

**Q: Which model(s) are on the product safety alert?**

A: All Folding Bath Stands with the SKU: SHN-BTH-FST2. If you have this bath stand, please follow the link to our safety alert webpage which will allow you to order a safety strap for the bath stand.

**Q: Are there any other brands involved?**

A: No, Shnuggle are the manufacturer of the bath stand. Please use the link provided to order your safety strap on our website.

**Q: What do I do next?**

A: Stop using the bath stand until you can receive a free strap to be used with the bath stand. Please follow the link provided to order the free strap which will be sent out directly.

**Q: I no longer have the receipt for the product. Can I return it or claim the free strap?**

A: You do not need any proof of purchase to receive the free strap. This will be sent free of charge along with additional safety literature to ensure the safe use of the bath stand.

**Q: Does the stand still fold?**

A: Yes, the safety strap does not affect the operation of the bath stand in any way.

**Q: Is it safe to buy a new Folding Bath Stand?**

A: Yes, we now include the safety strap as standard in all new purchases of the Bath Stand.

**Q: Can I keep using the Shnuggle Bath**

A: Yes, the Shnuggle bath is unaffected and can continue to be used. We only recommend you stop using the stand until the safety strap is fitted.