



13<sup>th</sup> April, 2024

## **SAFETY RECALL NOTICE**

Dear Retailer

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 & EU between May 2022 and March 2023.

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.

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.

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

Our records show that you have purchased at least one of these products from us. We would now like to offer you guidance to ensure the safety of your customers.

### **WHAT TO DO – PRODUCTS ALREADY SOLD TO YOUR CUSTOMERS**

For products already sold to your customers which are in the affected batches we recommend taking the following steps:

1. You should notify, and communicate with, your customers to stop using the product, and keep it out of the reach of children.
2. We are currently arranging the production of safe replacement frames, which we recommend that you offer to any customers who have purchased this product from you. These frames are white in colour, and we will be able to send these to you within 6-8 weeks, free of charge.

Appendix 2 is an image of the replacement white frame.

### **WHAT TO DO – YOUR UNSOLD STOCK**

For unsold stock from the affected batches which is still in your store or warehouse, we recommend taking the following steps:

1. Withdraw the products from sale immediately.
2. Please notify us at [trade@craftbuddyltd.co.uk](mailto:trade@craftbuddyltd.co.uk) the quantity of affected products that remain unsold, **by Friday 21st April** and we will respond with details of how to return this stock.
3. We will arrange to send safe full replacement products to you, within 6-8 weeks, free of charge. These replacements will include a white frame and updated packaging which shows the white frame. We will send you an amount equal to the quantity you declare in (2) above.

We sincerely apologise for any inconvenience caused. Please contact us if you require any further guidance.

Yours sincerely,

Mr. Gary Wadhvani  
Craft Buddy Ltd

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 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		

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

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

