

We are committed to providing the safest and highest quality products for your baby, which is why we have decided to institute this voluntary recall. As part of the voluntary recall, once you send us a part of the product back (by cutting off the shoulder straps), we will be happy to issue you credit or a full refund.

Little Lotus Important Safety Information: Frequently Asked Questions

5/16/2016

Q: Why are these products being voluntarily recalled?

A: We have discovered several cases of the snaps on the shoulder of the sleeping bags and swaddles breaking after extended usage and washing, posing a choking hazard to infants. These snaps having passed all relevant government mandated testing with regards to safety and durability. However, we are taking this voluntary action out of an abundance of caution.

Q: What products are included in this voluntary recall?

A: The affected products are Little Lotus swaddles (model #912-01) and sleeping bags (model #830-03, 830-05 and 830-07) in Lotus Cream, Lotus Mint, Lotus Signature and Lotus Pastel colors/prints. No other Little Lotus products are affected by this voluntary recall. The affected product(s) can be identified by the model numbers 901-01, 830-03, 830-05 and 830-07 found in the interior on the bottom of the swaddle/sleeping bag.

Q: What are you doing to correct this problem?

A: As safety is our first priority, we are ever committed to improving our products. We are changing our design to have high quality velcro shoulder enclosures, rather than snaps. Products will be available for sale again in July 2016.

Q: How many incidents were reported?

A: To date the company has received 17 reports of concerns about the snaps, which is less than 1% of the products we have distributed.

Q: Was any injury reported due to this product defect?

A: No injuries have been reported.

Q: When were these products for sale?

A: These products were available for pre-order or sale from April 2015 to April 2016 AND were shipped to customers from December 2015 to April 2016. Pre-orders from April 2016 not affected by this, and will have the new design in place when delivered in July.

Q: Are these models still on the market?

A: No, these models are no longer available for sale.

Q: How can I tell if I have one of these products?

A: The products affected by this voluntary recall are Little Lotus swaddles (model #912-01) and sleeping bags (model #830-03, 830-05 and 830-07) in Lotus Cream, Lotus Mint, Lotus Signature and Lotus Pastel colors/print. They can be identified by the model numbers 901-01, 830-03, 830-05 and 830-07 found in the interior on the bottom of the swaddle/sleeping bag.

Q: I have a Little Lotus cozy blanket. Is this affected?

A: No. No other Little Lotus products are affected by this voluntary recall.

Q: If I have one of these products, what should I do?

A: Consumers should immediately discontinue use of the swaddle and/or sleeping bag and contact Little Lotus for instructions regarding cutting off and returning the shoulder straps to receive a credit or refund for a future Little Lotus purchase.

Please fill out our online return request form:

- [You purchased the product for yourself directly from Little Lotus website](#)
- [You received the product as a gift from a friend/family](#)
- [You purchased/received the product from other channel \(e.g., retail store\)](#)
- [You purchased the product for yourself through corporate gifting](#)
- [You won the product as part of a giveaway](#)
- [You received the product as a gift from Little Lotus](#)

For any further questions, you can contact us by email recall@littlotusbaby.com or at toll-free 1-800-280-9557 (Monday-Friday 9AM – 5PM PST).

Q: My swaddle and/or sleeping bag seem fine. Can I continue to use it?

A: The safety and quality of our products are our first priority. As a result, we recommend for you to discontinue the use of the affected products.

Our products currently available for pre-order on our website will reflect the redesign of replacing the shoulder snaps with high quality velcro enclosures. We recommend you stop using the products and send the cut off shoulder strap back to us for your refund or credit! However, we also recognize that there is a gap of time when the replacements will become available in July so the choice is ultimately up to you as to whether you

continue using the product or not in this gap of time. If you do choose to continue using it, we would highly recommend checking the snaps after each wash to make sure they are securely in place, as we do not want this to be a choking hazard for your baby.

Q. Will I be able to repair the product myself?

A. No. Do not repair the product yourself. Please return it to us for a credit or refund.

HOW TO GET YOUR CREDIT OR REFUND

Q. Will I receive a credit or refund for the product?

A. Yes. You can choose one of two options based on your criteria:

1. Little Lotus credit for the full amount you paid towards your next purchase
2. Full refund for the purchase price you paid for the product

Consumers can participate in the voluntary recall by cutting off the shoulder straps and returning it to Little Lotus. You can fill out the online return request form based on your criteria:

- o [You purchased the product for yourself directly from Little Lotus website](#)
- o [You received the product as a gift from a friend/family](#)
- o [You purchased/received the product from other channel \(e.g., retail store\)](#)
- o [You purchased the product for yourself through corporate gifting](#)
- o [You won the product as part of a giveaway](#)
- o [You received the product as a gift from Little Lotus](#)

Q: Do I need to return the whole swaddle/sleeping bag or just the cut off shoulder straps?

A: You do not need to return the entire swaddle/sleeping bag. However, the cut off shoulder straps must be returned to us to receive a refund or credit for future Little Lotus purchase.

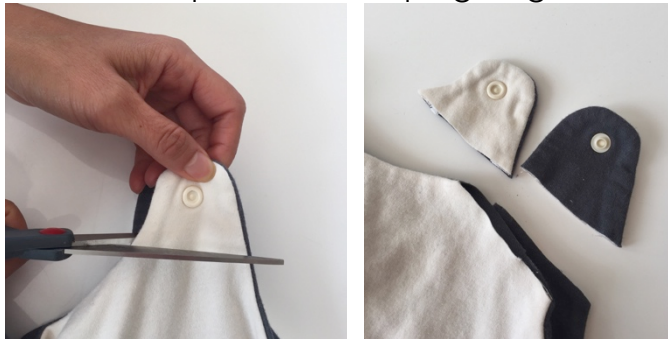
Q: How do I cut off the shoulder strap from the swaddle/sleeping bag?

A: To remove the shoulder straps:

- For swaddle: Unsnap the shoulder straps from the back snaps and with a strong pair of scissors, cut through each of the front shoulder straps. Make sure the snaps are included in the front shoulder straps you send back for the swaddle.



- For sleeping bag: Unsnap the shoulder straps and with a strong pair of scissors, cut through each of the front and the back shoulder straps. Make sure the snaps are included in both the front and back shoulder straps for the sleeping bag.



Q: Can I choose a replacement product in a different size or fabric?

A: Yes. You can opt to receive credit for future Little Lotus purchase for the original amount you paid + \$25. Products are available on www.littlelotusbaby.com. We expect to have products with the new design ready for sale again in July 2016 and are accepting pre-orders.

Q: What are the steps for receiving my Little Lotus credit or refund?

A: There are 3 steps involved:

- Step 1: Once you have filled out the appropriate voluntary recall form, a pre-paid shipping label, form and instructions will be emailed to you, which you should receive within 7-10 business days.
- Step 2: Upon receipt of the shipping label and form, print them out and, follow the instructions in the email to cut the shoulder straps and send it back.
- Step 3: Upon receipt of the shoulder straps and form, we will give you your credit or refund. Please allow 7-10 business days for processing.

Q: How long will it take to get my credit or refund?

A: You will receive your credit or refund in approximately 5 business days from the time Little Lotus receives your cut shoulder straps with the completed order form.

Q: I don't have a receipt for my swaddle or sleeping bag, do I need one to get a refund or credit?

A: You will need to provide information for us to help identify your order (order # or name, email and or shipping address) in order for you to receive your refund. Otherwise, we will offer you credit for a future Little Lotus purchase.

Q: When can I use my credit?

A: We are doing a re-design of our product so this problem no longer arises. We are moving to high quality velcro enclosures instead of the snaps. We anticipate we will have products ready for sale again in July 2016 and are currently accepting pre-orders.

FOR CUSTOMERS OUTSIDE THE U.S.

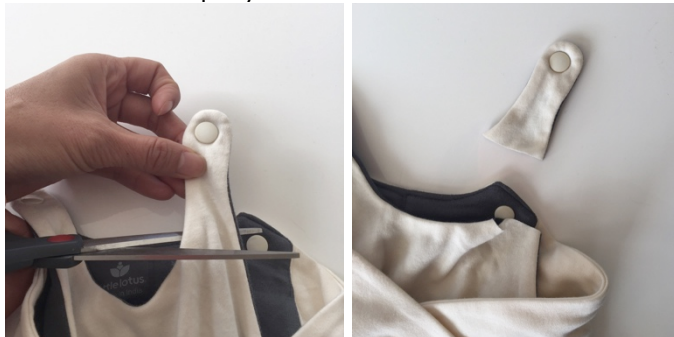
Q: I live outside the United States, how do I participate in this voluntary recall?

A: Please follow these steps if you live outside the US:

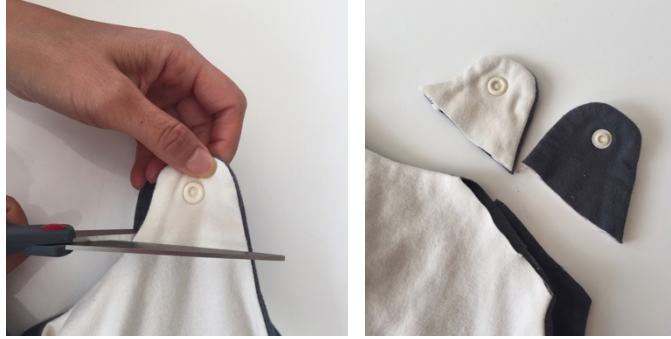
1. Carefully cut off the shoulder straps following the instructions:

To remove the shoulder straps:

- For swaddle: Unsnap the shoulder straps from the back snaps and with a strong pair of scissors, cut through each of the front shoulder straps. Make sure the snaps are included in the front shoulder straps you send back for the swaddle.



- For sleeping bag: Unsnap the shoulder straps and with a strong pair of scissors, cut through each of the front and the back shoulder straps. Make sure the snaps are included in both the front and back shoulder straps for the sleeping bag.



2. Send an email to recall@littlelotusbaby.com, including the following attachments / information:
 - a. A photograph of the product(s) clearly showing that the shoulder straps have been cut off for each product and a card/slip of paper with your name on it clearly visible in the photograph
 - b. Your option for refund or credit for future Little Lotus purchase
 - c. Information to help identify your order
3. Little Lotus will process your refund or credit within 5 business days

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Q: Should I be concerned about the safety of other Little Lotus products?

A: No. As a company with a history of designing medical devices for babies, safety and quality are our first priority. Every Little Lotus has been designed with the utmost care and attention to detail. We've been working with a certified baby products safety consultant since we began designing our products to ensure this.

Q: What are the snaps made from?

A: The snaps are made from polyacetal resin, a type of plastic that is stronger and more durable than other types of plastic and are BPA-free. They also comply with all Consumer Products Safety Commission regulations.