


Action Product Recall

Date Published: Monday 26th June 2017

Recall Information	
Product Description	LAMAZE MUNCHING MAX CHIPMUNK TOY
Dept No. / Name	ELC: 600 BABY
Supplier/Supplier No.	1475: KIDS ii UK LTD USD
Recall No.	D733
Grades	ALL STORES
Unsold Stock Return Date	07/07/2017
Sold Stock Return Date	NOT APPLICABLE
Contact for Queries	PETER LANCASTER 01923 694973

Product Information		Image
Style Code	MOTHERCARE IA943	
SKU	ELC:144719 MOTHERCARE: 929688-4	
Product Description	LAMAZE MUNCHING MAX	

Reason:

We have been notified by the supplier TOMY Europe, that the product has a manufacturing fault that that could result in a sharp point penetrating the surface of the toy and posing a laceration hazard to small children

This affects all batches of this product with TOMY Europe code L27578. The sewing label near the tail, will display the reference number **L27578** underneath the Lamaze logo.



A public facing Product Recall Notice issued by TOMY Europe will be displayed in store and on line, informing customers of the product recall and is attached to this communication.

There is a Q & A pack attached to this communication.

Store Action:

Please follow the steps below to complete the recall.

Unsold Stock

1.	Please check all areas and locate all stocks of the above line. Return to sale any non-affected products and follow the process below for any affected stock.
2.	Remove security tags (where relevant).
3.	On any iPad log on to Store Club Hub
4.	Select 'Incident'
5.	Complete all the mandatory fields on the "Raise Incident" page, selecting "Stock Incident Report" as the Incident Category and type "Recall D733" into the "Brief Details of the Incident" Box
6.	Press "continue"
7.	Select "ELC Recall" from the "Stock Adjustment Type" drop down menu
8.	Select "ELC" in the Stock Brand drop down menu
9.	Click on the "Stock" tab at the top of the page
10.	Click on "+Add Stock"
11.	Under Sku enter the ELC Sku
12.	Under description enter the product description
13.	Enter the quantity and price
14.	Click on 'Submit' and the Incident report will be sent automatically
15.	Return stock to NDC on next available delivery with blue Recall label attached
16.	Click on the magnifying glass icon on the Store Club Hub Home Page. Select "Incidents"
17.	Select the "View" (eye) icon at the end of the row for the Recall Incident Report.
18.	Select "Stock" tab.
19.	Print the Stock Tab and put the printout in your Recall Folder (signed by the member of management that processed the recall)