

# BLACK SKATES, FUCHSIA SKATES, AND RAINBOW SKATES UPDATE

## QUALITY ISSUE

The quality of each and every product sold at Build-A-Bear Workshop is important to us. We recently discovered that a select number of our Black Skates, Fuchsia Skates, and Rainbow Skates sold in stores between **26 June 2022 and 29 April 2023** and online between **12 June 2022 and 29 April 2023** do not meet our quality standards. In some cases, the skates have a sharp/rough edge of the bottom bolt of the skates.

Because quality is a priority for us, we request that Guests, who purchased any of these particular Black, Fuchsia, or Rainbow Skates in stores between **26 June 2022 and 29 April 2023** and online between **12 June 2022 and 29 April 2023** with tracking label numbers shown below, bring it into a Build-A-Bear Workshop store to be returned or exchanged for another item of equal value or alternatively a full refund can be obtained. It's important to note:

- Only the Black Skates, Fuchsia Skates, and Rainbow Skates sold in stores between **26 June 2022 and 29 April 2023** and online between **12 June 2022 and 29 April 2023** with one of the tracking labels shown below on the top side of the skate are affected.

### BLACK SKATES

424675 08/22 DP0002

424675 10/22 DP0003

### FUCHSIA SKATES

424581 04/22 DP0001

424581 08/22 DP0002

424581 10/22 DP0003

### RAINBOW SKATES

424582 01/22 DP0001

424582 04/22 DP0001

424582 08/22 DP0002

424582 10/22 DP0003

424582 11/22 DP0005

We would encourage all our Guests to exchange and fully share information as much as possible and should any Guest have any queries please use the following contact number: 0800-542-0635 or, from the Republic of Ireland, use the following contact number: 1800 882 974.



(not actual size)