

TOOTHLESS DRAGON UPDATE

QUALITY ISSUE

The quality of each and every furry friend from Build-A-Bear Workshop is important to us. We recently discovered that a select number of the updated version of our Toothless furry friend sold between **11 January 2019 and 31 January 2019** do not meet our quality standards. In some cases, the white inner lining has become visible through the black skin, and, in some cases, white stuffing is visible at a seam.

Because quality is a priority for us, we request that Guests, who purchased this particular Toothless furry friend between **11 January 2019 and 31 January 2019** with tracking label numbers shown below, bring it into a Build-A-Bear Workshop store to exchange it for a replacement Toothless furry friend. It's important to note:

- Only the Toothless furry friends sold between **11 January 2019 and 31 January 2019** with one of the tracking labels shown below sewn onto the side are affected.

027037
11/18
1070889

027037
11/18
1070890

127037
11/18
1070891

427037
11/18
1070892

- Current furry friends in this collection — including Light Fury, Toothless and Special Edition Hidden World Toothless — sold online or in stores after 31 January 2019, are not affected by this quality issue. Likewise, Toothless furry friends sold before 11 January 2019 are unaffected.

Questions? Call Guest Services at 0800-542-0635.



(not actual size)

Tracking label
located on
left leg seam