

KOYO: Bounca The Squig Limited Edition Plush - Safety Recall Instructions



If you purchased **KOYO: Bounca The Squig Limited Edition Plush**, and it matches the item shown above, it is subject to recall in the UK, Europe, Japan and Australia. We are working with the appropriate regulators in the US and Canada and will make an announcement regarding these territories in due course.

All **KOYO: Bounca the Squig Limited Edition Plush** with the code **“PRODUCTION 0721D BATCH #001”** on the sewn in label are affected.

Pom-poms may become detached from the toy and present a choking hazard to young children.

We recommend that you:

- Stop using the product immediately
- Keep the product away from children.

You should then:

- Return the item to any Games Workshop or Warhammer store for a full refund; or
- Follow the steps below to destroy the product and request a refund. You must destroy and dispose of the product to remove any risk of the product presenting a hazard in future.

Distance Refund for KOYO: Bounca the Squig Limited Edition Plush

Please follow the instructions below, provide the requested information, and we'll make sure you receive a refund for the full retail value of the product.

If you choose to be refunded using a virtual voucher, the refund will be rounded up to the nearest whole number.

1. Cut off all product labels. There are two labels on the product – a card label with the barcode and a fabric label sewn onto the squig's tail. Don't worry if you have already disposed of the card label.
2. Cut off the tail of the squig using scissors as per the example below.
3. Place the labels, and product next to a piece of paper with your post code / zip code.
4. Take a photograph clearly showing the labels, product and your post code / zip code.



5. Discontinue use of the product and dispose of it in accordance with local waste disposal standards.
6. Complete this form games-workshop.com/recall or download the form below and send it, along with your photos, to the following email address:

UK/Eire/Netherlands/Belgium/Scandinavia - uk.custserv@gwplc.com

France - gwdirect@gwplc.com

Germany - mailorder@gwplc.com

Italy - customerservices.ita@gwplc.com

Spain - hobby@gwplc.com

US/Canada - custserv@gwplc.com

Australia/New Zealand - au.custserv@gwplc.com

Alternatively, complete the form at the bottom of this page, include a printed copy of the photography and post it to:

UK/Europe/ROW Customers: Customer Services (RECALL), Willow Road, Nottingham, NG7 2WS

Complete this form games-workshop.com/recall or download the form below and send

Name: _____

Mailing Address: _____

City: _____ Province/County/State: _____

Postcode/Zip: _____ Telephone: _____

Email: _____

I would prefer my refund in the form of:

Virtual vouchers

Refund*

*If you select this option, we will be in touch with regards to how to pass on your bank details to us securely.

Please do NOT enter them on this form.

How did you hear about this recall?

Website: games-workshop.com

Social Media

Word of Mouth

Retail store: Games Workshop or Warhammer

Retail store: Independent

Please allow 28 days for receipt of your voucher/bank transfer.

How to destroy and dispose of KOYO: Bounca the Squig Limited Edition Plush

For added safety it's best to make sure **KOYO: Bounca the Squig Limited Edition Plush** is destroyed in such a way that a child won't pick it up and play with it.

We recommend:

- Cutting off the tail of the squig using scissors as per the example below.
- Disposing of it in accordance with local waste disposal standards.

