

WARNING: PRODUCT SAFETY RECALL

2 VTech toys have potential quality defects and have been removed from sale.



These toys do not present - in our opinion - any serious risk to the safety of your child. They have been tested by certified laboratories and comply with all applicable European, Australian and New Zealand standards. No incidents or injuries have been reported to date. However, some parents have reported anomalies that are inconsistent with our usual level of requirement for the quality and reliability of our products.

So if you have one of these toys, we advise you - as a precaution - to remove this toy from the reach of your child and return it to us for a full refund.

We apologize for this inconvenience. Rest assured that the quality of our toys and the total safety of the children who use them are and remain our highest priority.

Shake & Sing Elephant – ref VTech 184803- 4 digits model ID engraved on the toy: 1848



In some extreme cases (strong torsion or violent fall), one of the rotating ears of the elephant can detach and reveals a small metal rod (not sharp) partially covered with a white plastic sheath. This metal rod remains attached to the head of the elephant. It measures about 3 mm in diameter and 2 to 4 mm long. If the child comes into contact with this rod, it may cause a small pain but - according to our tests - no skin breakage or other serious injury.

So far no-one has reported any incident or injury to us due to the use of the toy.

However, for the sake of quality, we prefer to withdraw the product from the sale. If you have one of these rattles, we advise you - as a precaution - to remove this toy from your child's reach and return it to us for a full refund. Please do not dispose of the product.

Please also note that only batches VT5445 to VT7096 present a possible problem: following the first defects noted, we modified the design of the toy and modified the metal rod. The LOT number is engraved above the bar code on the back of the box as well as inside the battery compartment cover. We invite you to check this lot number before deciding to return your toy. However, if you are unable to identify this number, or if you are still worried and prefer to return your toy, please follow the below procedure to receive a full refund.



Consumers are encouraged to contact VTech by raising a ticket on our support portal: www.support.vtech.com.au, or call us on 1800 862 155 (Aus)/0800 400 785 (NZ). Consumers will be given instructions on how to return the product and will be offered a full refund (including postage).

See www.recalls.gov.au for Australian product recall information.

Pack and Go Travel Mobile– VTech Item # 503003 - 4 digits model ID engraved on the toy: 5030



The clamp that attaches the mobile on a cot or on a playpen consists of 2 pieces of white & orange plastic:



After a few months of use, the white part may show signs of cracking and weaken the clamp. We haven't received any consumer complaints in Australia/New Zealand to date, and no injuries have been reported worldwide. However - as an extreme precaution – we have decided to withdraw the product from sale.

If you have one of these mobiles and if you still use it with its white arm and white clamp, we advise you - as a precaution - to remove this toy from your child's reach and return it for a full refund. Please do not dispose of the product.

If you no longer use the arm and clamp, but still use the music box attached to the stroller by a big green clip, you can continue this use without any risk.

Whatever the situation, if you are worried and prefer to return your toy, even if it has no apparent defect, we will give you a full refund.

Consumers are encouraged to contact VTech by raising a ticket on our support portal: www.support.vtech.com.au, or call us on 1800 862 155 (Aus)/0800 400 785 (NZ). Consumers will be given instructions on how to return the product and will be offered a full refund (including postage).

See www.recalls.gov.au for Australian product recall information.