

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

### BLACK SKATES

024675 04/22 DP0001
024675 08/22 DP0002
024675 10/22 DP0003
124675 08/22 DP0002
124675 10/22 DP0003

### FUCHSIA SKATES

024581 04/22 DP0001
024581 08/22 DP0002
024581 10/22 DP0003
124581 10/22 DP0003

### RAINBOW SKATES

024582 01/22 DP0001	124582 1/22 DP0005
024582 04/22 DP0001	024582 08/22 DP0002
124582 08/22 DP0002	024582 10/22 DP0003
124582 10/22 DP0003	024582 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: 1-877-789-2327 (BEAR).

