



## PILLO PORTABLE NAPPER RECALL: HOW TO DISABLE YOUR PRODUCT

---

To receive your refund/voucher, **you must disable** the **Pillo Portable Napper, Model No. 12132125**—featured below—and provide proof to the company.



Please complete the following steps:

1. Register for the recall by [clicking here](#) or calling 1-800-233-5921 from 8 am-5 pm EST. When you register for the recall, you will be given a confirmation code. **Write down that code**, as you will need it in a future step. You will also be given a pre-paid envelope to return the product to us, if you choose to use that method.
2. Open up your Pillo Portable Napper so it looks like the photo above.
3. Unsnap the seat pad and remove it from the seat bottom of the Pillo.
4. Using scissors, cut the seat pad, as shown below, and cut around the edge of the Pillo seat bottom removing the entire bottom area of the Pillo product, as shown below. Your pad and seat bottom should look like these photos when finished cutting:



5. Using a marker, write your recall confirmation code on the seat pad and seat bottom, as shown below:



6. Take two photos of: (1) the seat pad and seat bottom with code, and (2) your proof of purchase.
7. Email your two photos to [parentlink@evenflo.com](mailto:parentlink@evenflo.com).
8. If you don't have access to email or chose the option to mail your seat pad during registration, skip steps 6 and 7. Instead, send your seat pad and Pillo seat bottom and a copy of your proof of purchase in the postage-paid envelope we mailed you when you registered for the recall.

Once Evenflo receives your acceptable photos or the mail-in return, the company will issue your refund or voucher within 30 days.