

PILLO NAPPER RECALL FAQ:

- **Where do I find the model number on the product?**
All Pillo nappers sold in the U.S. have the same model number-12132125. That model number is printed on a label on the leg of the product.
- **My child was injured on product, but product was discarded. Can I still have a refund/voucher?**
Evenflo had received no reports of injury or death in the Pillo prior to the announcement of this recall. Please contact Parentlink to report your child's injury at 1-800-233-5921 from 8 a.m. to 5 p.m. ET Monday through Friday and to register for the recall and discuss remedy options available to you.
- **Why is the Pillo Napper being recalled?**
There have been no reports of injury or death in the Pillo napper and the product complies with the current safety standard for infant inclined sleep products. Last year, however, the CPSC conducted recalls with other manufacturers for their inclined sleep products due to injuries and suffocation deaths in those products. The Pillo is also considered an inclined sleep product. In an abundance of caution, the company and the agency are conducting this voluntary recall.
- **Why wasn't it recalled when it was announced in Canada?**
The Pillo product is compliant to applicable safety standards in the U.S. for infant inclined sleep products, but was not tested under the Canadian standard for bassinets. Evenflo and Health Canada had a disagreement about which safety standard should apply to the Pillo product. Ultimately, Evenflo acquiesced to recall the product.
- **Have there been any injuries in the product?**
Evenflo has no reports of injury in the Pillo.
- **I threw mine away when I heard about the recall in Canada. Can I still have a refund/credit?**
Please contact Parentlink to report your child's injury at 1-800-233-5921 from 8 a.m. to 5 p.m. ET Monday through Friday and to register for the recall and discuss the remedy options available to you.
- **How long will it take to get the refund or voucher?**
Your refund or voucher for www.evenflo.com will be issued within 30 days after you provide proof of purchase and proof of disabling of the product.
- **What qualifies as a proof of purchase?**
Examples of proof of purchase can include: a purchase receipt, online shipment notification, evidence that you registered your product, a gift registry that can show approximately when you received the product, or a written statement confirming when you purchased the product.