



# Flair

Flair Leisure Products Plc  
Anne Boleyn House  
Ewell Road  
Cheam  
Surrey SM3 8BZ  
Tel: 020 8643 0320  
Fax: 020 8642 8462  
Email: [sales@flairplc.co.uk](mailto:sales@flairplc.co.uk)  
[www.flairplc.co.uk](http://www.flairplc.co.uk)

25<sup>th</sup> April 2007

The Store Manager  
Arbon and Watts  
4 Pate Road  
Leicester Road Industrial Est  
Melton Mowbray  
Leicestershire  
LE13 0RG

Dear Store Manager

**Reference No. 259SEP – Hug n Tug Horse Rattle**



I am sorry to have to advise you that we have discovered a quality issue in a batch of our Sassy **HUG N TUG HORSE RATTLE** Item No **259SEP**.

We are grateful to one of our retailers who originally identified a safety issue because of the potential exposure to a sharp point.

We would like you to return to Flair any products that you have in stock of the Hug n Tug Horse Rattle. I have enclosed with this letter a Recall Request Form. Please can you complete the form with the number of pieces of the Hug n Tug Horse Rattle you need to return and fax the form back to Flair on 020 8642 8462 and we will arrange a collection. Please fax this form back by Wednesday 1<sup>st</sup> August 2007. If you only have a small number in stock of Hug n Tug Horse Rattles and you would rather destroy them yourself then please complete the Disposal of Product form and fax it back to us by Wednesday 1<sup>st</sup> August 2007. A credit note will be raised in due course.

Also enclosed is an A3 poster for you to help to notify your customers of this issue. If you do receive customer returns please use the Recall Request form or the Disposal Request form to either return or dispose.

We apologise most sincerely for the obvious inconvenience that this situation will cause you and we thank you in anticipation of your co-operation in resolving this matter.

If you have a questions relating to this recall, please call 0845 456 1775 for further information.

Yours sincerely

Peter Brown  
Chief Executive

Flair Leisure Products Plc, Anne Boleyn House, Ewell Road, Cheam, SM3 8BZ  
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VAT Registration Number 815 2148 51