



**SMOOTH
IND**



FREQUENTLY ASKED QUESTIONS

What is being recalled?

4 styles of our Smooth Industries Playwear are included in the Recall. Each of the 4 styles shown above includes both 1 and 2pc sizes of each of the following designs:

- a. MX Superstars
- b. Honda
- c. Moto X
- d. Ride Smooth CAMO

Is this Recall “world-wide”?

No. It is only here in the U.S. as each country has their own set of standards when it comes to specific requirements for children’s sleepwear. For example: our playwear is compliant in Canada according to Health Canada (meaning it is approved under their regulations).

Why is the playwear being recalled?

As part of safety testing, we discovered that samples of several styles of our children’s playwear did not meet the federal flammability standards for children’s sleepwear which includes both 16 CFR 1615 for Children’s Sleepwear (size 9 months to 6x) and 16 CFR 1616 for children’s sleepwear sized 7-14.

What about sizes smaller than 9 months (ie: size 0-6 month), is that size included in the Recall?

According to the CPSC (Consumer Product Safety Commission), size 0-6 month is not included. However, if your child is wearing size 0-6 month and you would feel more comfortable returning the playwear; we will gladly accept and offer the same credit as the other 1pc sizes.

What should I do if my child has a pair of the Recalled Playwear?

It is recommended that they stop wearing them and return to Smooth Industries.

Is my child in immediate danger?

Only if they are exposed to an open flame or comes in contact with an extremely hot surface (i.e.: iron) while wearing the playwear. For example, if they are near a fireplace, candle, space heater, stove and/or play with matches, lighters, cigarettes, or any other source of high temperatures and/or flame they could be in danger.

What if they are no longer wearing them (have outgrown them)?

If your child no longer wears them and you have not passed them down to another child, you do not need to have any concern. If this is the case and you still have them, you can still return to us and receive a credit to be used on other Smooth Industries branded product directly at Smooth Industries.

What if I no longer have possession of the recalled playwear?

If this is the case, the recall does not relate to you. Example: If you purchased a car that was later recalled but you had sold the recalled vehicle, the recall would no longer apply to you since you no longer owned the vehicle. Same goes for the playwear.

Have there been any reported injuries?

No.

How are you notifying customers?

We are reaching out directly via e-mail and/or phone to all customers who purchased the potentially affected styles at www.smoothindustries.com, through Authorized Smooth Industries dealers nationwide or on Amazon from December 2012 through January 2015. You may also receive an e-mail or phone call from the dealer where you purchased the playwear.

Does it matter where I purchased the Playwear?

No, it does not. Regardless of where you purchased the Recalled Playwear, all returns will be accepted and you will return directly to Smooth Industries.

Am I responsible for paying for the shipping to return the recalled playwear?

No. Smooth Industries will cover the shipping costs when returning the recalled playwear. Once you contact Smooth Industries, you will receive a pre-paid return shipping label via e-mail.

What do I receive for returning the recalled items?

Once the recalled items are received, Smooth Industries will issue a credit for the full-amount that was paid for the playwear based on customers receipt.

What if I do not have a receipt?

Not a problem. We just need to know where you purchased from and if we cannot verify the amount you paid or a receipt cannot be provided to us, we will issue a flat credit amount of \$25 for 1pc and \$30 for 2pc.

What can I buy with the credit from the returned playwear?

You can log on to www.smoothindustries.com and see all of the different products we offer. Your credit can be used on any Smooth Industries branded products that we sell.

What if I purchased Playwear and gave it as a gift?

We ask that you alert the parents of the child who received the gifted playwear about the recall and have them contact us to learn more so they can decide whether they wish to participate.

What if I received as a gift?

If you received the Playwear as a gift for your child and you want to participate in the recall, then we recommend that you try and locate a copy of the receipt from the original buyer (showing where they purchased and at what price) and contact Smooth Industries to initiate your return.

Is it required that I return the playwear to receive the credit?

Yes. We are unable to offer credit if we do not receive the recalled playwear.

What if I prefer to keep the playwear and not participate in the recall?

That is your option. It is just recommended that kids not wear near open flames or hot surfaces (but that is always recommended regardless of whether they are wearing playwear, sleepwear or regular street clothes).

Was the playwear tested before being sold?

Smooth Industries takes the quality and safety of our products seriously. While they were tested in China prior to being shipped to the U.S., the testing procedures were performed but not completely according to the regulations established by the CPSC here in the U.S. It appears the tests were only done on the fabric itself (prior to production getting underway) and NOT on finished garments. So while the fabric was deemed safe, the testing was not correct OR complete. Ultimately, it was determined that the factory used the wrong thread when sewing the playwear.

When did you learn about the problem?

We were recently informed by the U.S. Consumer Product Safety Commission and took immediate action.

My child has been wearing the recalled Playwear. Are there any health concerns with the material if I choose to keep them and not participate in the recall?

Exposure to the playwear material itself does not present a concern.

Can the playwear catch fire while being worn without being near to any flame or hot surface?

No. The playwear will not spontaneously combust (self-ignite).

Where were these playwear made?

The products were imported from China.

Are you testing other children's products?

We test and evaluate our products and supplier processes on an ongoing basis. For a list of current test results for other products, please click here <http://www.smoothindustries.com/PRRE.html>

What other products did this factory manufacture for you?

This particular factory only supplied the playwear.

If I purchase the playwear in bulk after the recall is announced (e.g., online or at yard sales) may I return them to Smooth Industries for a refund and gift card?

No. Under federal law, it is unlawful to sell a recalled product. The refund remedy and gift card are available to consumers who purchase or receive the playwear for use, and are not intended to provide a windfall to people who purchase the playwear after the recall is announced for the purpose of financial gain.

Are all sleepwear required to pass the 16 CFR 1615 for Children’s Sleepwear (size 9 months to 6x) and 16 CFR 1616 for children’s sleepwear sized 7-14?

No. If the sleepwear is “snug fitting” (meaning it meets the strict CPSC sizing standards) and is made from fabrics that are NOT flame resistant they are not subject to these same tests as according to the CPSC, they limit the airspace underneath the garment whereas other sleepwear/playwear (such as our styles) that are considered “loose fitting” can capture air between the fabric and the child.

What other children’s products are required to pass certain flammability tests?

Robes, loungewear and nightgowns all require some form of flammability test (9 months up to size 14).

Will Smooth Industries continue to sell children’s playwear?

Yes. At this time we do not have an estimated release date of NEW playwear but if you would like to be notified when new styles are released, we encourage you to sign up for our regular newsletter at the bottom of our homepage <http://www.smoothindustries.com/>