

QUESTIONS AND ANSWERS ¼" PVC ROLL-UP BLINDS

Q.1 What product is covered by this recall?

A.1 PVC roll-up blinds with ¼" slats manufactured by Lewis Hyman, Inc. between 1999 and 2003.

Q.2 Why is the product being recalled?

A.2. This roll-up blind with a cord poses a strangulation hazard if a child places his/her neck between the cord and the roll-up blind material or if the lifting loops slide off the side of the blind and a child's neck becomes entangled on the free standing loop..

Q.3 Why does the recall only apply to roll-up blinds manufactured between 1999 and 2003?

A.3 Beginning in 2004 Lewis Hyman, Inc. began installing a release clip on roll-up blinds which minimizes the risk of strangulation.

Q.4 How can I tell if my product is affected by the recall?

A.4 The bottom rail of the blind has a label identifying the manufacturer as "*Lewis Hyman, Inc., Carson, CA 90746*" and "*Year of Manufacture (between 1999 and 2003)*" and a WARNING label advising that "*Young children can become entangled and strangle in cord or bead loops.*"

You should look for the release clips right below the headrail on the backside of the blind. If the release clips are present, the product is **not** recalled.

Q.5 How can I take advantage of the recall?

A.5 Complete the form on our website at lewishymaninc.com/recall or call our toll free number (877) 354-5457 between the hours of 8:00am and 5:00pm Pacific Time, Monday through Friday.

We will provide you with a release clip which you can easily install on the blind. Complete instructions for the installation will be included with the clip as well as posted on our website.

Q.6 My roll-up blind appears to be operating okay. Can I continue to use it?

A.6. No. Even though your product appears to be safe, if looped lift cords are exposed and children are in the home or occasionally visit your home, we are asking all affected customers to immediately stop using the roll-up blind and participate in the recall by installing the free release clip which will be provided to you.

Q.7 I no longer have a receipt for the product. Can I still obtain the free release clip?

A.7 Yes. You will need to send us either the actual label with the Lewis Hyman, Inc. name or an original photograph of the label or product.

Q.8 How long will it take me to receive the release clip?

A.8 Please allow 4-6 weeks from the date you send us the label.

We apologize for any inconvenience, and assure you we are working as quickly as possible to provide the release clip for your product.

Q.9 Will I be able to install the release clip myself?

A.9 Yes. We will include complete instructions with the release clip. We will also post the instructions on our website at lewishymaninc.com/recall and provide an email address should you have any specific questions.