

QUESTIONS AND ANSWERS WOOLRICH ROMAN SHADES

Q.1 What product is covered by this recall?

A.1 Woolrich brand roman shades sold at Target stores and through Target.com between 2006 and 2008.

Q.2 Why is the product being recalled?

A.2. This roman shade cord poses a strangulation hazard if a child places his/her neck between the exposed inner cord and the fabric on the backside of the blind or when a child pulls the cord out and wraps it around his/her neck.

Q.3 Does this recall apply only to Woolrich brand roman shades sold at Target?

A.3 Yes. Target was the exclusive distributor of Woolrich brand roman shades.

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

A.4 The head rail of the blind has two labels identifying the manufacturer as “*Lewis Hyman, Inc., www.lewishymaninc.com*” and “*LHI, 005301, Made in China*”

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

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

We will provide you with a retrofit kit containing clips which you can easily install on the back of the shade. Complete instructions for the installation will be included with the clips as well as posted on our website.

Q.6 My Woolrich roman shade appears to operating okay. Can I continue to use it?

A.6. No. Even though your product appears to be safe, if the inner cord and the fabric on the backside of the roman shade are exposed and children are in the home or occasionally visit your home, we are asking all affected customers to immediately stop using the roman shade and participate in the recall by installing the free release clips which will be provided to you.

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

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.

Q.8 How long will it take me to receive the retrofit clips?

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 retrofit kit myself?

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