

Updated as of August 5, 2016

We have determined that a limited quantity of seats produced in late 2013 and 2014 contained fabric covers that were different from what was described. Some seat covers described as free of chlorinated flame retardants were not.

In the coming weeks, Clek will be notifying all consumers who have registered a product in the production period noted above with information on how to identify whether they have a product that was incorrectly described. These Clek products remain appropriate for their intended use. Any consumer with one of these products who requests a replacement cover will be sent one at no charge.

The following steps will help you identify if you have a product potentially impacted by this issue:

1. Identify the style of your Clek Foof or Fflo seat. This limited issue only arose for some:
 - 2014 model year Foof seats with Flamingo, Snowberry, Tank, Dragonfly, Ink, Blue Moon, Shadow, or Tokidoki (Travel, All-Over, Rebel) colors, and
 - Fflo model seats with the Flamingo color manufactured in 2014.

If your model or style is not listed above it is not impacted by this issue.

2. Remove the fabric from the cushion of your seat. Check the 10 digit alpha numeric code sewn to the underside of the cover (e.g. 104576D-FMO). If the 7th character (character immediately preceding the dash) is the letter 'C' or 'D', your seat was manufactured with a 2013 cover that was described incorrectly. If the 7th character (character immediate preceding the dash) is 'E' or 'F' your seat was properly described.

Note: you can also visually check the foam sewn to the underside of the cushion fabric by comparing it with these images.

2013 Cover - Product impacted by the issue

Description: Foam padding on underside of fabric. The foam padding is NOT stitched to the fabric at the crotch buckle holes.



Top side of fabric



Bottom side of fabric



Label



Crotch buckle hole

2014 Cover - NO impact

Description: Woven fibrous material that feels like cotton batten. The padding is NOT stitched to the fabric at the crotch buckle holes.



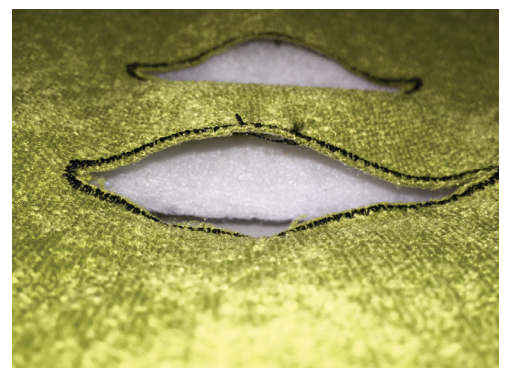
Top side of fabric



Bottom side of fabric



Label



Crotch buckle hole

2015 Cover - NO impact

Description: Woven fibrous material that feels like cotton batten. The padding is stitched to the fabric at the crotch buckle holes.



Top side of fabric



Bottom side of fabric



Label



Crotch buckle hole

If you have a product that fits the production period, style, color and code characteristics described above, and you would like a replacement cover, please call our customer service team at 1-866-656-2462, or contact them via email at customerservice@clekinc.com with your product's serial number, image of the seat (if possible) and your contact information. Clek will arrange to have a replacement cover shipped to you at no charge.