

## **FAQ: The PRIME pushchair free mattress replacement programme as Kinderkraft's answer to the results of tests carried out by Stiftung Warentest**

### **1. Why is Kinderkraft launching the PRIME AND PRIME 2020 pushchair free mattress replacement programme?**

PRIME pushchairs were tested for safety by the Stiftung Warentest foundation, which decided to include in the scope of its product research non-standard tests for strollers, previously only carried out on toys. During these tests, the potentially dangerous substance called TCPP was detected in the mattresses of the pushchairs (carrycot). The said substances **are not included** in the European safety requirements **for strollers**. Instead, they are included in **the standards for toys**.

The quality and safety of its products is a priority for Kinderkraft, and a part of the brand policy. All our products undergo a series of safety tests developed in close cooperation with leading research institutes before being released for sale. In order to ensure that the products conform with the strict quality policy, they are also verified at a later stage.

Guided by these principles, the Kinderkraft brand has made **two decisions to raise the safety standards above European standards, i.e.:**

- a) for **PRIME and PRIME 2020** pushchairs with batch number KK20180730-KK20190528 and KK19026-6 to KK20016-4, we encourage customers to register for a free mattress replacement
- b) for **PRIME PUSHCHAIRS FROM OTHER PRODUCT BATCHES** - Kinderkraft introduced design changes to **exclude** the presence of TCPP in mattresses.
- c) **The PRIME LITE PUSHCHAIR, as a new product of the brand, has been completely free of TCPP from the very beginning of its production, so the above issue does not apply here.**

### **2. Does the programme include all PRIME pushchairs?**

The programme covers only the **PRIME and PRIME 2020** pushchairs with batch numbers KK20180730-KK20190528 and KK19026-6 to KK20016-4. **This does not concern the pushchairs from other batches and the PRIME LITE pushchair.**

### **3. Where should I submit a request to replace the PRIME pushchair mattress?**

You should report the request for mattress replacement directly to the manufacturer, contacting them using the special form available at: <https://safety-stroller.kinderkraft.com/>

### **4. How can I check if my PRIME pushchair is subject to the replacement programme?**

We encourage users to check if the mattress from their pushchair is eligible for the programme. This can be done by filling in the form available at: <https://safety-stroller.kinderkraft.com/>

### **5. Where can I find the pushchair's batch number?**

It is placed on a label located on the pushchair's frame on the inside.

### **6. Are the models not covered by the safety programme free from this substance?**

All Kinderkraft **PRIME and PRIME 2020** pushchair models, except for the selected batch to be verified, are safe for users. The quality and safety of its products is a priority for Kinderkraft. All products undergo a series of safety tests developed in close cooperation with leading research institutes before being

released for sale. We would like to emphasise that models with batch numbers other than those indicated do not pose the risk of exceeded TCPP content.

#### **7. What actions were taken as a result of the situation with the Kinderkraft PRIME pushchair?**

Due to the existing situation, the Kinderkraft brand has made two decisions:

- a) for PRIME **AND PRIME 2020 pushchairs** with the batch number KK20180730-KK20190528 and KK19026-6 to KK20016-4, we encourage customers to register for a free mattress replacement
- b) for **PRIME PUSHCHAIRS FROM OTHER PRODUCT BATCHES** - Kinderkraft introduced design changes to **exclude** the presence of TCPP in mattresses.
- c) **The PRIME LITE PUSHCHAIR, as a new product of the brand, has been completely free of TCPP from the very beginning of its production, so the above issue does not apply here.**

**All Customers interested in the free mattress replacement are asked to fill in the form available at the address**

**<https://safety-stroller.kinderkraft.com/>. Kinderkraft is happy to cover the entire cost of the replacement, including shipping.**

#### **8. What are the next steps after joining the programme and filling in the form?**

Kinderkraft, after accepting the request, undertakes to coordinate the shipment of the mattress to the address indicated by the customer.

All costs are covered by Kinderkraft.

#### **9. Do I need to send my current mattress to Kinderkraft if I join the replacement programme?**

No, you do not need to send any products to Kinderkraft after submitting your request. However, we ask you to cut the current mattress and dispose of it to exclude its further use.

#### **10. Can I use the PRIME or PRIME 2020 pushchair with my current mattress without reporting to Kinderkraft to replace these items?**

Kinderkraft has announced a free mattress replacement programme to provide parents and their children with an even higher level of safety exceeding the requirements of the European standards. This is because Kinderkraft puts the safety of the little ones as its highest priority.

However, the PRIME pushchair meets all the required European standards for strollers.

It can be used without replacing the mattress.

#### **11. How long does it take to process my request?**

We make every effort to process the requests as soon as possible. You will receive your parcel within a maximum of 10 business days after submitting the request.