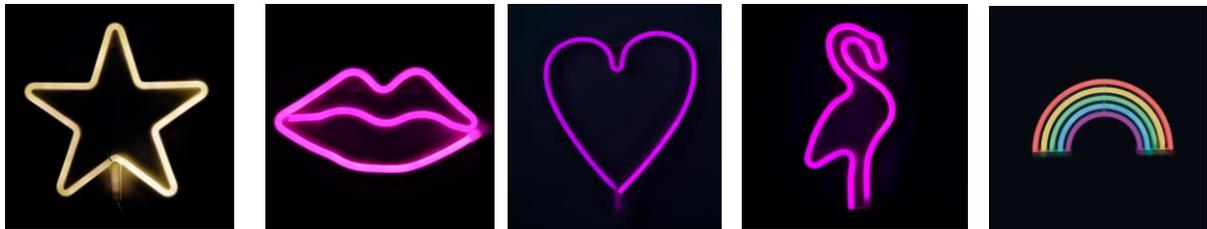


IMPORTANT SAFETY WARNING

Product Recall of Neon shapes



NESTAR, NELIPS, NEHEA, NEFLAM, NERAIN

The above Products were sold between 30.05.2018 and 19.06.2018

Due to a potential electrical safety issue the LED Neon products pictured above are being recalled.

- **Stop using immediately**
- **Potential Fire Hazzard**
- Contact the retailer you purchased the product from to receive a full refund

We apologise that it has been necessary to recall these products and for any inconvenience caused.

18.06.2018

Product Recall

Due to defective operation we at Smiling Faces have decided to perform a voluntary recall of all Neon Shapes.

The supplier has informed us that our delivery of neon shapes was not manufactured to our specifications. We believe that due to this there is a potential safety issue, therefore as a precaution we are recalling all Neon products, to be **withdrawn from sale with immediate effect** and returned to us.

If you are able to contact customers you have sold to please request that they return the products for a refund. We realise that it might not be possible to contact everyone that has purchased from you, therefore we are enclosing a poster to print and prominently display in your store.

If you have sold any through your website, please contact the customer directly to return the item for a refund. If you have sold any through your website to customers in the EU please contact the customer and also inform us.

The Products affected are:

NERAIN

NEHEA

NESTAR

NEFLAM

NELIPS

Please re pack the items and email orders@smilingfaces.co.uk with details and we will arrange the collection. On receipt, we will issue a credit or refund to your account if you prefer.

To arrange please email orders@smilingfaces.co.uk

Please accept our sincere apologies for this, we are very frustrated that our products have not been made to the standard we insisted on.

Regards

Andy Osborne

Smiling Faces Ltd