

Dear Valued Customers,

Notice of Product Recall and Apology

We sincerely thank you for your continued support of our products. We regret to inform you that certain figures in some units of our product, "BABY LAB ANPANMAN NAKAYOSHI CONCERT", which has been available since its launch in Hong Kong and Macau from October 2022, may become detached from our product when subjected to impact.

To ensure the safety of our customers, we have decided to voluntarily recall the affected products in consideration due to the potential risk to small children who may accidentally swallow the detached figures. Although there have been no reports of safety or health issues from customers at this moment, we are taking this precautionary measure to ensure maximum safety.

If you have the affected product, we would like to arrange for its return and provide a gift voucher. Please contact our dedicated customer service center below for assistance with the recall of "BABY LAB ANPANMAN NAKAYOSHI CONCERT".

We sincerely apologize for any inconvenience this may cause and kindly ask for your understanding and cooperation in this matter.

Moving forward, we will strengthen our management systems and take all necessary measures to prevent future incidents. We greatly appreciate your understanding and support.

*Please note that the copyright holders of the characters used in the product bear no responsibility regarding this issue.

■ Recalled Products

Product Name: BABY LAB ANPANMAN NAKAYOSHI CONCERT

Suggested Retail Price: HK\$309.9

JAN: 4549660723783

Recommended Age: 1 year and older

Hong Kong and Macau Release Date: October 2022

ANPANMAN
麵包超人
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■ Customer Inquiry Contact

Email: bna_ap_pr@bandainamcoasia.com

*We are currently preparing a customer service hotline, and the details will be updated later. In the meantime, please contact us via the above email for ALL inquires related to this product recall.

■ Refund Information

A gift voucher of HK\$309.9 will be sent to you via courier service.

■ Application Procedure

1. Send us the following information by email with the title “Anpanman Product Recall”:
 - Name:
 - Contact Phone Number:
 - Address for delivery of gift voucher:
2. A shipping address will be sent to the email address you registered. Pack the relevant products you have and send them by **SF Express, selecting CASH ON DELIVERY**, and inform us the tracking number of the delivery for reference.
 - *Please keep the tracking number or shipping receipt for future reference or verification.
 - *Please make sure to remove the batteries before sending the product. If you send the product with batteries by accident, we will not be able to return the batteries.
3. Once we have received the products and confirmed it is the affected product, gift voucher equivalent to the number of items will be sent to the address you provided.

* Please note that approximately 14 working days will be needed for processing after the products arrived at the designated shipping address.

* Any personal information collected will be given to third party for the processing of the product recall, and will be disposed after the completion.

■ **Product Recall Period**

The product recall period will be from October 2 to December 24, 2024. Please submit your application with all necessary information and send us the product within this period to ensure that the recall can be proceeded promptly.

Date: October 2, 2024

Bandai Co., Ltd.