

ZURU Bath Toys Recall FAQs

1. Which products are being recalled?

ZURU LLC, in cooperation with the US Consumer Product Safety Commission, is voluntarily recalling the full-size Robo Alive Junior Baby Shark Sing & Swim Bath Toy and the mini-size Robo Alive Junior Mini Baby Shark Swimming Bath Toy.

2. Why are the ZURU-branded full-sized Baby Shark Sing & Swim Bath Toy and the Mini Baby Shark Swimming Bath Toy being recalled?

Zuru is voluntarily recalling the full-size Baby Shark Sing & Swim Bath Toy and the Mini Baby Shark Swimming Bath Toy because when using this product in a bathtub or wading pool, a child could slip, fall or sit onto the hard plastic top fin of the shark, posing risks of impalement, lacerations, and punctures.

3. Has there been any reported injuries associated with the recalled product?

Yes, there have been 12 reports of children falling or sitting on the full-sized Baby Shark Sing & Swim Bath Toy, resulting in impalement injuries, lacerations, or puncture wounds. Nine of the incidents required stitches or medical attention. There are no reported incidents or injuries with the mini-size bath toy.

4. How do I know my unit is affected by the recall?

- The full-sized Baby Shark Sing & Swim Bath Toy has a hard plastic top fin with three grooves and comes in three colors: blue, pink, or yellow. They sing and swim when placed in water and are about 7-inches from nose to tail. They were sold individually and in packs of three. The recalled bath toys have tracking label information on the bottom, including raised lettering that states the model number #25282 and a date code beginning with the letters "DG" followed by "YYYY/MM/DD" for example "DG20200213". Recalled products are in the date range DG20190501 through DG20220619.
- The Mini Baby Shark Swimming Bath Toy has a hard plastic top fin and comes in three colors: blue, pink, or yellow. They were sold individually, in packs of two or three, and as part of a Baby Shark Music Water Park playset. The recalled mini-size bath toys have tracking label information on the bottom, including raised lettering that states model numbers "#7163," "#7175," "#7166," or "#25291" and a date code beginning with the letters "DG" followed by "YYYY/MM/DD" in the date range DG2020615 through DG2023525.

Only Baby Shark toys with a hard plastic top fin are included in this recall.

5. Where were the products sold?

The recalled products were sold nationwide at Walmart, CVS Pharmacy, Dollar General, HEB Grocery Stores, Meijer, Target, TJX Companies, Ross Procurement Inc, Sam's Club, Walgreens and numerous other smaller retailers And online at www.walmart.com, www.target.com, www.amazon.com, and other websites.

6. When were the recalled products sold?

- The recalled full-sized Baby Shark Sing & Swim Bath Toys were sold from May 2019 through March 2023.
- The recalled Mini Baby Shark Swimming Bath Toys were sold from July 2020 through June 2023.

7. What is the remedy?

Please visit www.recallrtr.com/bathshark to register your product and to determine your remedy.

8. Can I receive a replacement unit instead?

No. Replacement units are not being offered as part of the remedy process. Please visit www.recallrtr.com/bathshark to register your product and to determine your remedy.

9. What should I do now?

You should inspect your Baby Shark bath toy to determine if yours has a hard plastic top fin. If it does, or if you are unsure, visit www.recallrtr.com/bathshark to view samples and to make a claim. You can also call the recall support center at 833-820-0839, Monday through Friday between 8:30 am and 6 pm, Eastern Time. **Immediately stop using the recalled toy.**

10. What do I have to do to make a claim?

Immediately stop using your recalled full-size Baby Shark Sing & Swim Bath Toy and the Mini Baby Shark Swimming Bath Toy and register your product by going online at www.recallrtr.com/bathshark or www.Zurutoys.com.

Once you register and it is determined your product is included in the recall, you will be asked to:

a. For the full-size Baby Shark:

- i. (1) cut off the flexible rear tail fin
- ii. (2) mark the body of the Baby Shark with the word “recalled” and the unique code provided by Zuru.
- iii. (3) upload a photograph of the Baby Shark showing the disabled tail fin and the marked Baby Shark.
- iv. If you own more than one full-size Baby Shark, all of the disabled sharks must be shown in the photo.

b. For the Mini Baby Shark:

- i. (1) bend the flexible rear tail fin
- ii. (2) mark the body of the Mini Baby Shark with the word “recalled” and the unique code provided by Zuru
- iii. (3) upload a photograph of the Mini Baby Shark showing the disabled tail fin and the marked Mini Baby Shark.
- iv. If you own more than one Mini Baby Shark, all of the disabled sharks must be shown in the photo.

11. My product seems just fine. Should I still participate in this recall?

Yes, if you have a product identified in this recall, you should participate because of the potential health risk to children.

12. I had the product but do not have it any longer, how can I make a claim?

This recall is limited to products that are currently in consumers’ possession. If you do not have the recalled product, you are not affected by this recall. However, if you gifted, gave away, or resold the product, please contact the recipient of the product and notify them of the recall.

13. Where can I find more information about this recall?

You can visit www.recallrtr.com/bathshark or www.zurutoys.com.

14. I have multiple recalled units; do I have to register them all or is there an easier process?

The registration site will allow you to register up to 3 products at a time. If you have more than 3, you will need to submit multiple registrations. Please note that each separate registration will require its own product and destruction photos. If you are claiming one or more full-sized Baby Shark Swim & Sing Bath Toy AND one or more Mini Baby Shark Swimming Toys, you must complete separate registrations for each type of toy.

15. I am a retailer. How do I identify recalled products versus non-recalled products?

- The full-sized Baby Shark Sing & Swim Bath Toy has a hard plastic top fin with three grooves and comes in three colors: blue, pink, or yellow. They sing and swim when placed in water and are about 7-inches from nose to tail. They were sold individually and in packs of three. The recalled bath toys have tracking label information on the bottom, including raised lettering that states the model number #25282 and a date code beginning with the letters “DG” followed by “YYYY/MM/DD” for example “DG20200213”. Recalled products are in the date range DG20190501 through DG20220619.
- The Mini Baby Shark Swimming Bath Toy has a hard plastic top fin and comes in three colors: blue, pink, or yellow. They were sold individually, in packs of two or three, and as part of a Baby Shark Music Water Park playset. The recalled mini-size bath toys have tracking label information on the bottom, including raised lettering that states model numbers “#7163,” “#7175,” “#7166,” or “#25291” and a date code beginning with the letters “DG” followed by “YYYY/MM/DD” in the date range DG2020615 through DG2023525.

16. I am a retailer. How do I claim my recalled products?

You should have received an email or mail notice on the recall and steps you should take. Retailers should specify how many full-size Baby Shark Sing & Swim Bath toys they have in inventory and how many Mini Baby Shark Swimming Toys they have and call 833-820-0839 to arrange shipment to Realtime Results for destruction in accordance with CPSC procedures. You can also send an email to bathshark@realtimeresults.net for guidance with inventory. It is a prohibited act to sell a recalled product with penalties of up to \$17.1 million for selling a recalled product.