

# Scholastic Shake Look Touch Recall FAQs

- Why is Scholastic conducting this recall?
  - Scholastic is voluntarily conducting this recall out of an abundance of caution to keep your children safe by removing a potential hazard. In some instances, the pom poms attached to certain versions of the book may become detached. No choking injuries have been reported.
- How can I tell if my copy of the book is affected by the recall?
  - The recall is limited only to copies of Shake Look Touch with pom poms attached. If your book does not have pom poms, it is not subject to the recall.
- I have an issue with another Scholastic product, what do I do?
  - Please contact our Customer Service team at <https://scholastic.force.com/scholasticfaqs/s/contactus> to report an issue.
- Are you recalling other products?
  - No, we are not recalling any products other than versions of the Shake Look Touch book with pom poms.
- How do I participate in the recall?
  - Visit us at [www.recallrtr.com/slt](http://www.recallrtr.com/slt) to register for the recall and for instructions on how to participate.
- Can I get a full refund in lieu of cutting off the pom poms?
  - After registering for the recall at [www.recallrtr.com/slt](http://www.recallrtr.com/slt) and providing proof that you've removed the pom poms, you will receive a \$10 gift card.
- How do I provide proof that I've removed the pom poms?
  - All the instructions are on the registration website at [www.recallrtr.com/slt](http://www.recallrtr.com/slt)
- What is the problem with the pom poms?
  - The pom poms may become detached from the books.
- Why is that a problem?
  - The detached pom poms are considered a potential choking hazard.
- Was there an incident where a child was injured?
  - No. Scholastic has identified two reports of pom poms detaching but neither incident involved choking injuries.
- The pom poms on my book are still attached, can I still use it as is?
  - No. You should immediately remove the pom poms and go to [www.recallrtr.com/slt](http://www.recallrtr.com/slt) to register for the recall.
- I no longer have a receipt, can I still participate?

- Yes, you can still participate by registering for the recall at [www.recallrtr.com/slt](http://www.recallrtr.com/slt) and following the appropriate steps.
- I sold or gifted the Shake Look Touch book to someone else, should I notify them of the recall?
  - Scholastic would greatly appreciate you sharing information on the recall with whomever received the book from you.
- I received this book as a gift or bought it from a third party, can I still participate in the recall?
  - Yes. Regardless of how you got the book, you should register for the recall at [www.recallrtr.com/slt](http://www.recallrtr.com/slt) for instructions on removing the pom poms and for receiving the \$10 card.
- Will I receive a refund for the product?
  - The recall will include steps on removing the pom poms and registering for a \$10 gift card. The book can be used again after this action is complete. No replacement book is needed and we hope your child can continue enjoying the book!
- How long will it take to receive the gift card?
  - Once your registration has been reviewed and confirmed, you can expect your electronic gift card to be sent to the email address provided within 3-5 business days.
- Can I repair the product myself?
  - Yes, the repair is simply to remove the pom poms. Please visit us at [www.recallrtr.com/slt](http://www.recallrtr.com/slt) for complete repair and registration instructions.
- How are you working to keep your other products safe?
  - This situation is rare. At Scholastic, your child's safety is our highest concern. Our products are tested to exacting safety standards before being offered for sale.