



Product: **Venicci Engo Car Seat**
 Product Code: **WD033**
 Affected Batch Numbers: **230530, 230617, 230727, 230824, 231102, 231104**

DETAILS

At Venicci, the safety and wellbeing of our customers is our highest concern. For this reason, we are issuing a voluntary recall safety alert for the Engo Car Seat purchased between August 2023 and January 2024.

A number of the Car Seats produced within the given Affected Batch Numbers above were found to be at risk due to a handle securing screw working loose resulting in the handle not operating correctly. In the event of this happening and you continue to use the Car Seat, there is a risk that the handle can become detached. Please note that while this would not compromise the Car Seat safety inside a vehicle or during a crash, it could pose a safety risk when carrying the infant carrier outside the car.

HOW TO IDENTIFY

On the outside of your Car Seat shell there will be two orange labels as shown in the below photo, please refer to the product code circled in red on the photo



If you find your Car Seat is an Engo (WD033) please check the white label on the underside of the Car Seat shell, if the first 6 numbers match any of the Affected Batch Numbers above then please refer to the 'What To Do' guidelines below



If when checking the white label you find a green dot (as shown in the below photo) your Car Seat is not affected by this voluntary recall



WHAT TO DO NEXT

As the safety of our customers is our highest priority, it is advised that if you find your Engo Car Seat is affected or the handle has become loose on one or both sides you must cease using the Car Seat and contact our customer services desk (please see below). The service team will arrange to have your Car Seat replaced for you immediately. Please note that this safety risk does not affect your Isofix Base and we would only replace your Car Seat.

Please email us at service@venicci.co.uk to report this issue if you believe that your Engo Car Seat is affected by this safety issue at any time, our customer service desk operates Monday - Friday 8am to 4.30pm (excluding bank holidays). This does not affect your statutory rights.