

FAQ

Product Recall

Item S1915D12

Stacked Gourd Jack-O-Lantern Decoration



- *Why is the firm conducting this recall?*
- We are conducting this recall to keep our customers safe and prevent injuries by removing the problem products.

- *How can I tell if my Stacked Resin LED Jack O Lanterns is affected by the recall?*
- The item is a decorative 12-inch resin stacked gourd/Jack O Lantern with raffia ties and LED string lights. Look for a hang tag with the item number S1915D12, UPC code 789683062481, and Mark Feldstein & Associates, Inc. Or look for a label on the unit with the item number and UPC code.

- *What is the problem with my the Jack-O-Lanterns?*
- The string light wiring inside of the Jack-O-Lanterns can overheat, spark or ignite, posing a fire hazard.

- *My Stacked Jack O Lanterns appears to be operating okay. Can I continue to use it?*
- **No. Even though your product appears to be safe, we are asking all customers to immediately stop using the product, remove the batteries, and participate in the recall by returning the product to the point of purchase or contacting us for refund.**
- *I no longer have the receipt for the product. Can I still return it?*
- **Yes. You can still return the product without a receipt or register on our website for a refund.**
- *Will I receive a refund for the product?*
- **Yes. You will receive a full refund for the purchase price of the product.**
- *Q. Am I able to repair the product myself?*
- **No. Please return it to point of purchase or register for the recall immediately.**
- *How can I take advantage of the recall?*
- **Register on our website www.mfagifts.com to receive a refund. You can also call our toll free number 1-800-755-6504 or email sales@mfagifts.com for further instructions.**

NOTE: To receive your full refund you must either return the product to the point of purchase or send an image of the disabled wires to sales@mfagifts.com.

To disable the unit:

Make sure switch on bottom of unit is in the off position. Insert scissors through mouth of the bottom Jack O Lantern and cut both thin wires leading out of battery compartment. Remove wires by loosening dried glue at top and pull wires through the exposed hole. Wires should be discarded. Remaining product can be kept as a decoration.

