

RECALL

Dear Customer:

You are receiving this notice because our records indicate that you purchased a Punisher Cycling Helmet. We would like to inform you that we have issued recall effective immediately on select Punisher Cycling Helmets manufactured April and June of 2020.

Your safety is very important to us. The reason for this notice is that these select helmets do not comply with the positional stability and impact attenuation requirements of the U.S. CPSC federal safety standard for bicycle helmets. The helmets can fail to protect in the event of a crash, posing a risk of head injury.

This Stop Use Notice affects Punisher Cycling Helmet sold via online retailers; Amazon.com, Fingerhut.com, Kohls.com, Kmart.com, Sears.com, Overstock.com, Walmart.com and select Promotional Incentive Companies, from July 2020 through December 2021.

The helmets can easily be identified by the Production Number and Reference Lot number on the white label inside the Punisher Cycling Helmet. This issued recall affects the following; Reference/Lot# 2020TC015, 2020TC025, and Production Date 040420, 062920. If your helmet is one of these affected helmets, please stop use immediately.

The Punisher Cycling Helmets have a Punisher logo, black impact absorption liner, ABS shell, quick release black buckle, black straps and detachable visor. Examples are shown below for reference, with the affected bicycle helmets: white, black, red, blue, pink/black, green and orange.



What will Bike USA Inc. do for owners of the bicycle helmet?

You should immediately stop using the affected bicycle helmets. Bike USA Inc. will be providing a full refund for your affected bicycle helmet.

IMPORTANT NEXT STEP:

Before we can send you a refund, we need to confirm that you still have the bicycle helmet. Please respond to this letter by email to customerservice@bikeusainc.com, and (1) advise whether you still have the bicycle helmet. (2) In your email, please provide a photo of the REF/LOT#: 2020TC015, 2020TC025, and PRODUCTION DATE: 040420 or 062920, located on the white label inside the helmet. Also provide a copy of your proof of purchase receipt. (3) After receipt of proof of purchase, Bike USA Inc. will reach out to you to process your refund. (4) Consumers should not return the helmet to Online Retailers but contact Bike USA Inc. directly at customerservice@bikeusainc.com to receive a refund.

Thank you for buying a Punisher Helmet

We sincerely apologize on behalf of everyone at Bike USA Inc. and we can assure you we will continue to strive to offer bicycle helmets that meet and exceed all safety requirements.

This letter was prepared in cooperation with the U.S. Consumer Product Safety Commission. If you have questions about the information in this letter, please contact Bike USA, Inc. customer service directly.