

IMPORTANT RECALL ALERT

July 10, 2019

Dear LEVOLOR Customer,

We are writing to provide you with a very important product safety notification. In cooperation with the U.S. Consumer Product Safety Commission, LEVOLOR has recalled certain two-corded Custom Cellular Shades. Our records indicate that you purchased one or more two-corded LEVOLOR Custom Cellular Shades produced in our production facility between December 15, 2018 and April 30, 2019. These shades were mistakenly produced with a permanent (non-breakaway) cord connector joining the two pull cords, posing a strangulation hazard for small children.

For child safety, and as a result in a change in the American National Standard for Safety of Window Covering Products that went into effect on December 15, 2018, our two-corded cellular shades are now produced with two separate cords instead of being joined with a permanent cord connector. This change was made to help reduce the risk of strangulation, given the known dangers of cord loops above the cord connector. It is therefore important that your shades be repaired to eliminate this loop, which can easily be done with a free retrofit kit available from LEVOLOR.

To receive your free retrofit kit(s) or if you have additional questions – including which shades are affected, please contact LEVOLOR customer service at 1.800.752.9677 Monday–Friday, 8:30 a.m. to 6:30 p.m. Eastern time, or email us at recall@levolor.com, or online at www.Levolor.com and click on Custom Cellular Recall at the bottom of the page for more information.

The necessary repair simply requires you to cut the two pull cords directly above the connector, re-tie each end with the supplied single cord connectors/cord extensions, and set the final pull cord length. The shades do not need to be removed from their mounting brackets to complete the conversion. An instructional video that demonstrates the repair process step-by-step can be found on Levolor's website: <https://www.levolor.com/customcellularproductrecall>.

After you receive your conversion kits, you can get real-time guidance to walk you through these corrective actions by simply calling the number above, or if you are unable to complete the repair yourself, we will provide you with additional options to ensure that this important repair is made on any affected shades.

Please note:

- This impacts two-corded LEVOLOR Custom Cellular Shades produced between December 15, 2018 and April 30, 2019.
- The Shades were sold in the following styles:
 - Bottom up single cell products (60 inches or less in width)
 - Bottom up double cell products (44 inches or less in width)
 - Top-Down/Bottom-Up or Day/Night corded products (42 inches or less in width)
 - Various custom cellular configurations of specialty shapes
- The Levolor logo is printed on a sticker on the bottom rail. Manufacturing information, including the date of manufacture, is printed on a sticker on the head rail.
- This does not include shades with three or more joined pull cords.

Consumer product safety is of paramount importance to LEVOLOR. We can assure you that we have corrected the situation internally and sincerely apologize for any inconvenience this may cause. Thank you once again for choosing LEVOLOR products.