



November 10, 2019

Recall Product Identification:

Product SKU	Description
2019DWSG	FWA 2019 1L Stein Glass

This letter is to inform you of a voluntary recall for our FWA 2019 1 L Stein Glass that was sold this year at FWA 2019 Pirates! convention. We have become aware that the labels of the steins washed off when they were put into a dishwasher. Listed below are some options that we are offering for an exchange of the product.

Actions for Customers

Complete the form on this link [FWA 2019 Stein Exchange & Recall](#) indicating how you want to exchange your product. We will have three options for exchanges:

1. The FWA office ([FWA Office](#)) will have a staff member present on the dates below to process the exchange. This is the fastest and cheapest way to exchange your product.
The dates available are:
 - a. November 16th, 2:00pm – 6:00pm
 - b. November 30th, 2:00pm – 6:00pm
 - c. December 14th, 2:00pm – 6:00pm
 - d. January 18th, 12:00pm – 4:00pm
2. At FWA 2020, we will have an exchange area that you can bring your product. FWA 2020 is May 7th – 11th. If you end up not attending FWA 2020 and would still like an exchange, please consider option 1 or 3.
3. If both options are not available for you, we will offer a discounted shipping option. We will ship you the new product with a return label, and then you will have to drop it off at a US Postal Service. This option is **ONLY** for United States customers. If you are affected by this recall and are international, please email constore@furryweekend.com.

We apologize for any inconvenience this may cause. Furry Weekend Atlanta wants to ensure its attendees and customers that you receive the best experience and products that we have to offer. Please contact us at any time for any questions at constore@furryweekend.com.

Respectfully,

Con Store Team
Furry Weekend Atlanta