

## Worldwide Announcement

Tiny Love is specializing in creating development toys for babies for over 18 years. During these years Tiny Love has earned a reputation as a company whose top priority is your baby – their development, their enjoyment and their safety.

To ensure the quality of its products, Tiny Love has put it as its goal to not only meet international standards, but to follow our own much stricter internal quality and safety standards.

Unfortunately, lately we received a few complaints from consumers regarding the quality of some of our wind chime products, a product which over 2 million units of were produced and sold worldwide.

Nevertheless, and as baby's safety is the most important thing to us, Tiny Love has decided on a voluntary recall. We have a great responsibility for our customers and will not expose them even to the smallest risk.

It is important to us to emphasize that the products in question are older products, manufactured in a factory we ceased working with over a year ago.

Why are the wind chimes being recalled?  
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Have any injuries been reported?  
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## The relevant products:



Baby Wind Chimes



Tiny Smarts - Baby Bunny (without orange clip only)



Wind Chime - Ella



Wind Chime - Louie



Baby Wind Chimes - Ocean



Tiny Smarts Gift Set - Bunny Chime Only

To prevent the reoccurrence of such problem, we have implemented an improvement to these products. We will continue to work with the strictest quality and safety standards and supervision, as we have always done. Please stop using the recalled items immediately. Please contact us to return these items.

[Contact us](#)

Tiny Love will be honored to keep being an integral part of baby's development worldwide, bringing innovative products of undisputed quality.

**Why are the wind chimes being recalled?**

The wind chimes are being recalled due to a few cases where the wind chime's body was opened, exposing sharp metal rods. There were only a few cases of the toy opening up out of over 2.5 million units sold worldwide.

[Close](#)**Have any injuries been reported?**

No serious injuries were reported, one baby was reported to have small scratches.

[Close](#)**How many toys may be affected by this recall?**

Worldwide, about 2.5 million units are being recalled, which were sold over the last 8 years. We recently received a few complaints and therefore are taking immediate action to recall these products. We ask that you stop using the recalled toys and contact your local Tiny Love representative to return them.

[Close](#)**What specific models are affected? When were those manufactured/sold?**

The specific models that were affected are: Baby Wind Chimes Baby Wind Chimes Ocean Louie Lion Wind Chime Ella Elephant Wind Chime Baby Bunny Tiny Smarts Gift Set , Baby Bunny component only These products were manufactured by a factory we have cease to work with a year ago and sold from 2002 onward.

[Close](#)**What should consumers do if they have affected products?**

A consumer with an affected product should return their product to Tiny Love as soon as possible. To return your product and receive a toy of comparable retail value please contact your local Tiny Love representative

[Close](#)**Can I repair my wind chime ?**

No, please return it to us, and you will receive a toy of comparable retail value.

[Close](#)**Why were there sharp metal rods inside the wind chime at the first place?**

The rods are part of the wind chime construction, and are never supposed to be exposed to baby. In the wind chime model not on this recall announcement, the rods are safely secured in a unreachable segment of the toy and pose no danger to your baby whatsoever.

[Close](#)**Is the rest of Tiny Love safe?**

The rest of Tiny Love toys are completely safe to use. We have always considered the safety of our product to be our top priority and not only do our product fully comply with American and international safety standards, but we follow our own internal, stricter, standards.

[Close](#)**How can I tell if I own a recalled product ?**

Only the products pictured [here] here are effected by the recall..However, if you have any doubt, contact us and we will be happy to assist you in determining if your product is affected.

[Close](#)

**If what I have at home is not broken should I still return?**

Yes. If your product is on the list, regardless if it is broken or not, please return it to Tiny Love as soon as possible.

[Close](#)

**What if I have a Tiny Love toy that is not recalled but I am worried about it?**

You can feel safe and secure that all Tiny Love products not in this recall are completely safe to use. However, if you have any concerns regarding a Tiny Love product, please contact your local Tiny Love representative and we will be happy to assist you.

[Close](#)

**If I want to buy a Tiny Love wind chime today, how do I know it's safe?**

All the affected wind chimes are removed from stores. Any Tiny Love wind chime product you purchase from now on is completely safe to use, as we have implemented an improvement to this product.

[Close](#)

**Who do I contact for additional information?**

If you have any more questions or concerns, please contact your local Tiny Love representative

[Close](#)