



23 June 2016

RE: “Inspect and Replace or Use” Remedy for Recently Sold Osprey Poco AG Child Carriers

Dear Osprey Poco AG Owner:

We are writing to inform you of an “Inspect and Replace or Use” Plan that Osprey, the manufacturer of your Poco AG Carrier purchased from Outdoor Agencies, has developed with the Australian Competition and Consumer Commission (ACCC) to remedy a recent manufacturing error that may have impacted your Poco AG Carrier.

Osprey has determined that a cut buckle on a shoulder strap on the harness of a limited number of child carriers can cause the shoulder strap to release, posing a fall hazard. No injuries to Australian consumers have been reported. The issue is limited to child carriers manufactured for Osprey’s spring 2016 production and sold in Australia between March 2016 and May 2016. No Poco Child Carrier model purchased before 2016 are affected by this action.

Under the Inspect and Replace or Use Remedy, you will inspect the buckles on both straps of your carrier harness to determine if there is a cut buckle on one or both of the straps. A cut buckle will generally be easily seen by inspecting each carrier buckle. Inspection instructions are being provided with this notice.

If no buckle on the straps of your carrier harness is cut, you may resume using your carrier. However, if one or both buckles are cut, stop using the carrier and contact Outdoor Agencies for information regarding how to mail it back to Outdoor Agencies for a replacement product or refund.

Alternatively, consumers who do not wish to self-inspect or are uncertain about a buckle’s safety after inspecting the carrier may contact Outdoor Agencies to have the carrier returned for inspection and, if necessary, a replacement or refund.

To contact Outdoor Agencies with any questions, please call 028717 7308, from 9 a.m. to 5 p.m. AEST, Monday through Friday and ask for Jeremy Gordon, or email him at jeremyg@outdooragencies.com.au. Thank you for your cooperation and assistance in this matter. We regret any inconvenience it may have caused you, and look forward to serving you well as a valued customer in the future.

Sincerely,

Mike Pfothenauer
Founder
Osprey Child Safety Products, LLC