

Tripp Trapp® Newborn Set voluntary product upgrade

Q&As

How can I find out if my Newborn Set is affected?

Please go to <https://reclamations.stokke.com/newbornupgrade> and enter the serial number of your Newborn Set for validation.

Is there any safety risk?

No risk exists when the product is handled in accordance with the instructions. By upgrading the harness, we will reduce the risk of incorrect handling even further.

I have a Newborn with a serial number which is allegedly not affected. How can you guarantee that this product is safe?

All Newborn Sets with non-affected serial numbers have already been upgraded to the new harness.

Where can I turn for help and guidance?

Please go first to <https://reclamations.stokke.com/newbornupgrade>. If you have further questions, use the toll free number for your country provided on the website.

I don't want to use the TT Newborn Set any more. Can I get my money back?

We are happy to provide a free upgrade of the harness. A refund is not possible.

Why isn't a refund possible?

The product is fully compliant and fit for purpose. As such, there is no need to refund customers.