IMPORTANT SAFETY NOTICE

To: Owners of Energie Razor 2 bicycle helmets From: Sheppard Cycles Australia Pty Ltd Re: Recall of Energie Razor 2 bicycle helmets Date: October 2017



Dear Customer,

We are writing to inform you about the recall of a certain batch of Energie Razor 2 helmets of model year 2017.

In cooperation with the Australian Competition and Consumer Commission (ACCC), Sheppard Cycles Australia Pty Ltd is recalling a certain batch of Energie Razor 2 bicycle helmets. These bicycle helmets fail testing required under mandatory Trade Practices (Consumer Product Safety Standard)(Bicycle Helmets) Regulations 2001 Statutory Rules 2001 No. 279. Riders wearing these helmets are not properly protected from falls, and could suffer severe head injuries.

This recall involves model year 2017 Sheppard Energie Razor 2 bicycle helmet. The helmets have the model name "Razor II" on the outside of the helmet. They were sold with a black shell colour with pink and silver print design. The following serial number ranges are included in the recall: LOT 16 08/1601 – 5 Tick Label range: SB3828453 - SB3828556. The serial number is printed on a silver sticker inside the helmet.

Continues...

Sheppard Cycles East Building, Level 2, 327-333 Police Road, Mulgrave, Victoria 3170 P.O. Box 225, Mulgrave, Victoria 3170, Australia P 1300 883 305 | F +61 (03) 8345 9377 | W sheppardcycles.com





	Sheppard Energie Razor II						
GTIN	Helmet Model Name	Potentially Affected Serial Number Range (Printed on label inside the bicycle helmet)					
9416740506336	Razor II	SB3828453 - SB3828556					

This batch of helmets was sold from Australian bicycle retailers and online stores between the 15th of December 2016 and the 30th of June 2017.

 Sheppard Cycles

 East Building, Level 2, 327-333 Police Road, Mulgrave, Victoria 3170

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We believe you may have purchased of an Energie Razor 2 bicycle helmet that is affected by this recall.

We therefore kindly ask you to a) immediately stop using your Energie Razor 2 bicycle helmet and b) return the helmet to an authorized Sheppard bicycle helmet dealer to receive a full refund of the price you paid.

If you have further questions about this voluntary recall, you can also contact Sheppard Cycles directly from Mon-Fri 9am-5pm on 1300 883 305 or at <u>www.sheppardcycles.com</u> or email us at <u>info@sheppardcycles.com</u>

We apologize for this inconvenience and we are looking forward to seeing you in one of our stores.

Please see over for a list of retailers who may have sold this product during the affected period.

Best regards

Sheppard Cycles Australia Pty Ltd. East Building, Level 2, 327-333 Police Road Mulgrave VIC 3170 Australia Phone: 1300 883 305

Sheppard Cycles

East Building, Level 2, 327-333 Police Road, Mulgrave, Victoria 3170 P.O. Box 225, Mulgrave, Victoria 3170, Australia P 1300 883 305 | F +61 (03) 8345 9377 | W sheppardcycles.com



Sheppard Cycles Retail Stores who sold Razor 2 helmets during 2017:

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	Avantiplus Morley	2/255 Walter Road	Morley	6062	WA	08 9275 0061
Tuckerbox Stores Kunanurra1 White Gum StKununurra6743WA08 9169 1270	Topp Dogg	14b Dandaragan Street	Moora	6510	WA	08 9651 1564
	Tuckerbox Stores Kunanurra	1 White Gum St	Kununurra	6743	WA	08 9169 1270

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