

LETTER TO CONSUMERS

<<Name>>
<<Address 1>>
<<Address 2>>
<<City>>, <<State>> <<Zip>>

Re: URGENT Recall of Zen Magnets and Neoballs

Dear <<Name>>,

[Consumer contact information]

Re: URGENT Recall of Zen Magnets and Neoballs

Dear [name],

On March 2, 2021, the United States District Court for the District of Colorado affirmed the U.S. Consumer Product Safety Commission's (CPSC) October 26, 2017 Final Decision and Order recalling all Zen Magnets and Neoballs.

Please stop using the magnets immediately and contact Zen Magnets LLC for a refund:

Website: www.zenmagnets.com/CPSC-Recall

Email: contact@zenmagnets.com

Toll Free Number: 1-844-936-6245

Reason for the Recall

The magnets present a substantial risk of injury or death to younger children and teens when swallowed, either accidentally or intentionally.

Ingested magnets can attract to each other, or to other metallic objects that are ingested, across loops of bowel or other tissue; once attached, the magnets may become lodged in the digestive system and cannot separate on their own.

Ingested magnets that press against digestive tissue and are not removed within approximately 8 hours can cause catastrophic injuries and death.

Zen Magnets LLC is aware of two children who ingested Zen Magnets and required surgery to remove the magnets and parts of their intestines and bowels. In

addition, CPSC is aware of other reports of children and teenagers ingesting high-powered magnets and requiring surgery. A 19-month-girl died after ingesting similar high-powered magnets.

Description of the Product

This recall involves all Zen Magnets and Neoballs. The magnets were sold individually or in sets of 72 magnets, 216 magnets + 6 spares, or 1,728 magnets + 8 spares, beginning in January 2009. Zen Magnets are silver colored and Neoballs were sold in a variety of colors.

Please note that federal law bars any person from selling, offering for sale, manufacturing, distributing or importing recalled Zen Magnets and Neoballs. If you have any questions, please see [\[https://zenmagnets.com/CPSC-Recall\]](https://zenmagnets.com/CPSC-Recall).

Sincerely,

Zen Magnets

Sample pictures of Zen Magnets and Neoballs:



