



Product Recall Notification

21 December 2022

Atty. Melquiades Marcus N. Valdez II
Director
Consumer Protection and Advocacy Bureau

Subject: Product Recall of ODGER swivel chair in anthracite color

Dear Sir,

Greetings!

Today IKEA Philippines will make a public announcement for a product recall of the ODGER swivel chair in the anthracite color through our website, in-store and in social media via Facebook & Instagram.

Below are relevant information:

Product name	ODGER swivel chair, anthracite color with date stamps (batch code) before and including 2221 due to fall and injury hazards
Reason for Recall	IKEA is recalling ODGER swivel chair in the anthracite color due to reported incidents of fall and injury
Background of the issue	The IKEA ODGER Swivel chair is a desk chair designed for domestic use at home. The company started selling ODGER swivel chair in the anthracite color in October 2019, and since sale start, IKEA sold approximately 63,000 pieces all over the world. Globally IKEA received 19 incident reports concerning breakage of the chair's star base, where five cases (5) involved injuries (markets: US (x2), GB, CH, RU). One of the reported injuries includes medical treatment (market: US). Improvement has been made beginning date stamp 2222.
Action	Product recall: IKEA is urging all customers who own an ODGER swivel chair in the anthracite color with date stamps before and including 2221 to immediately stop using it and return it to the IKEA store for a full refund. Proof of purchase (receipt) is not required. The name and date stamp of the product can be found underneath the seat, molded in the material of the chair.

Safety is a top priority for IKEA and therefore we are recalling the affected ODGER swivel chair in anthracite color to protect the Filipino consumers from potential risks.

Should you need further information below are the contact details:

Phone: +63 9173267063

Email: crisrina.enriquez@ikano.asia

For customer concerns:

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Email: customerservice.ikeaph@ikano.asia

Thank you.

Respectfully yours,



Cristina Enriquez

Public Affairs and PR&C Manager