

Q&A

What is being recalled?

As part of safety testing, we discovered that samples of several styles of our children's sleepwear did not meet the federal flammability standards for children's sleepwear. Because the safety of our customers is our highest priority, we are voluntarily recalling 25 potentially affected sleepwear styles that we have identified.

Have there been any reported injuries?

No.

How are you notifying customers?

We are reaching out directly to all customers who purchased the potentially affected sleepwear styles and asking that they return them. We have sent a prepaid US Postal Service label to make the return as easy as possible. We are also asking that they stop using the sleepwear immediately.

Does it matter where I purchased the sleepwear?

We are reaching out directly to all customers who purchased the potentially affected styles at www.landsend.com and through the Lands' End Kids catalogs from January 2014 through February 2015. None of the recalled sleepwear styles were sold at the Lands' End Shops at Sears or in a Lands' End store.

What do I receive for returning the recalled items?

Once the recalled items are received, Lands' End will credit the full purchase price via the original payment method, as well as issue a \$15 Lands' End gift card.

What should I do if I think I have these pajamas?

Please stop using the sleepwear immediately. Contact Lands' End directly at CustomerCare@landsend.com or call (800) 300-7487. To learn more about the recalled styles, visit www.landsend.com/productrecall to view product details.

Is there a specific timeframe in which I should return the product?

We are asking that you **please stop using the recalled sleepwear immediately** and return it to us **as soon as possible** using the prepaid US Postal Service label. We will refund the full purchase price of the sleepwear via the original method of payment once the items are received.

What if I purchased sleepwear and gave it as a gift?

If the buyer sent the sleepwear to a giftee through the Lands' End order process, they will also get a letter and prepaid return label. If the buyer gave the sleepwear to the giftee directly, then the buyer should contact the giftee, provide them the prepaid US Postal Service label and ask them to return the sleepwear to Lands' End. If the giftee needs to request a prepaid label, please have them call (800) 300-7487.

Was the sleepwear tested before being sold?

Lands' End takes the quality and safety of our products seriously. We have rigorous testing standards in place throughout the product development process with our vendor. All affected sleepwear styles passed the required testing, which was conducted by a third party laboratory accredited by the U.S. Consumer Product Safety Commission (CPSC).

Did you discover the issue or did the CPSC discover the issue?

The U.S. Consumer Product Safety Commission tested one of the pajama styles and informed us that the tested samples did not meet the federal flammability standard for children's sleepwear. Thereafter, Lands' End retested additional sleepwear styles from this vendor. As a result, Lands' End is voluntarily recalling 25 styles of children's sleepwear.

When did you learn about the problem?

LANDS' END

We were recently informed by the U.S. Consumer Product Safety Commission and have taken immediate action.

Are you going to discontinue your relationship with this vendor?

We are in discussions with our vendor. Lands' End takes the quality and safety of our products seriously, and we also place high standards in selecting our vendors to provide us with the quality merchandise we expect. For details please go to <http://www.landsend.com/sustainability/leadership/labor-relations>.

My child has been wearing the recalled pajamas. Are there any health concerns with the material?

Exposure to the material does not present a concern. However, recent testing of samples of certain sleepwear styles indicated that they did not meet the federal flammability standard for children's sleepwear. Therefore, we advise consumers to stop using the sleepwear immediately and return the items to Lands' End with the provided pre-paid US Postal Service label.

What should I do if I misplaced the mailing label?

If you did not receive or no longer have the return mailer we sent to you, please contact CustomerCare@landsend.com or (800) 300-7487 to receive another return mailer.

Where were these pajamas made?

The products were imported from China.

Are you testing other children's products?

We test and evaluate our products and supplier processes on an ongoing basis.

What other products did this vendor manufacture for you?

This particular vendor only supplied children's sleepwear.

What other companies work with this vendor?

We don't know.

If I purchase the children's sleepwear in bulk after the recall is announced (e.g., online or at yard sales) may I return them to Lands' End for a refund and gift card?

No. Under federal law, it is unlawful to sell a recalled product. The refund remedy and gift card are available to consumers who purchase or receive the sleepwear for use, and are not intended to provide a windfall to people who purchase the sleepwear after the recall is announced for the purpose of financial gain.

Will Lands' End continue to sell children's sleepwear?

Yes.