

**Summary of the “CPSC Fast Track Product Recall Program”
and How AnswerNet’s Product Recall Center Services Can Help**

The chart below shows CPSC Fast Track Product Recall Program and how our services can integrate to support your recall.

WHAT:	For companies who report potential product defects under Section 15(b) of the Consumer Product Safety Act and implement a consumer-level voluntary recall (refund, repair, replace) within 20 working days of the report, CPSC staff will not make a preliminary determination (PD) that the product contains a defect that creates a substantial product hazard.	Product Recall Center Services We Offer
		Prevent or Detect Need for Product Recalls with: <ul style="list-style-type: none"> • Corporate Employee / Whistle Blower Hot Lines • Consumer Complaint Hotlines
WHEN:	Effective March 24, 1997	
WHY :	To expedite voluntary correction of potentially hazardous products in the marketplace and consumers' possession.	
HOW :	Contact the Recalls and Compliance Division, Office of Compliance, U.S. Consumer Product Safety Commission, Washington, D.C.	
SEND:	<ol style="list-style-type: none"> 1) A full report as set forth at 16 C.F.R. 1115.13(d), including copies of all complaint and injury information; and 2) A proposed corrective action plan (CAP) to address the problem in sufficient time for staff review and approval so that the plan can be implemented (announced) within 20 working days. 	
CAP :	An acceptable Corrective Action Plan should include: <ul style="list-style-type: none"> • Recall (refund, repair, replacement) Joint News Release with CPSC • Point of Purchase Poster • Other notice targeted to product owners and users to complement the news release, <ul style="list-style-type: none"> - paid advertisements - direct mail - video news release - posters for display at locations likely to be seen by product owners, e.g., medical offices, hospitals, day care centers, repair centers, etc. - Telephone calls to consumers and members of the distribution chain • Notice on company web site/home page Establish dedicated 800/888/877 toll free numbers for consumers to respond to the recall announcement with sufficient number of operators to handle the volume of calls • Also consider bounties or other incentives targeted to likely product owners 	Product Recall Center Services We Offer
		<ul style="list-style-type: none"> • Send Out Direct Mail Notifications • Telephone notifications to consumers and members of the distribution chain. • Toll Free phone numbers & operators to meet call volume • Product Recall Hotlines • Product Recall Help Desk Services – answer customer calls or online inquiries regarding the recall, repairs or replacement • Product Recall Replacement / Returns Management • Warehouse / fulfillment facilities to handle receipt & disposal of returns and/or shipping of replacements. • Follow-up telephone surveys. • Customized Supporting Reports
Reports:	Required Records / Reports	

Notice: Table is provided only to illustrate how you can use our Product Recall Center Services to support your product recalls. Please refer to the CPSC [Recall Handbook](#), [CPSC Industry Guidance](#) and their [Fast Track Product Recall Program](#). Also see resources and links regarding [Products Which are not under CPSC Jurisdiction](#).

For information on AnswerNet’s Product Recall Services and the current version of this document please visit:
www.ProductRecallCenter.com

(Note: You are welcome to distribute this document as long as no modifications are made.)