

SAFETY RECALL

RETIRADA POR SEGURIDAD

STEP-iT Activity Wristbands

Risk of Skin Irritation or Burn

Riesgo de irritación o quemaduras en la piel

Take the wristbands away from children immediately and return them to any McDonald's® restaurant for a replacement toy and either a yogurt tube or a bag of apple slices.

Quítale la pulsera inmediatamente a tus niños y regresa a cualquier restaurante McDonald's® para intercambiarlo por otro juguete, o tu elección de un yogurt tube o una bolsita de apple slices.



For more information about this voluntary recall, contact McDonald's toll-free at (800) 244-6227, 7 a.m. to 7 p.m. CT, seven days a week, or visit www.mcdonalds.com.

Para más información, sobre esta retirada voluntaria, contacta a McDonald's totalmente gratis al (800) 244-6227, 7 a.m. a 7 p.m. Hora Central, siete días a la semana, o visita www.mcdonalds.com.

POST UNTIL October 12, 2016.
In cooperation with the U.S. Consumer Product Safety Commission.

NO QUITAR hasta el 12 de octubre, 2016.
En Cooperación con el U.S. Consumer Product Safety Commission.

Step-iT Activity Wristbands FAQs

At McDonald's, our highest priority is the safety and well-being of our customers. We take great pride in serving our customers around the world every day with safe and high quality toys. However, we have identified an issue with certain children's products, and in an abundance of caution we are voluntarily recalling them. These products are Step-iT Activity Wristbands that come in two styles: an Activity Counter and a motion-activated Light-up Band.

We recently received reports involving skin irritation and burns after wearing the wristband. We take all reports seriously, and upon further investigation, we immediately stopped distribution of the wristbands at our restaurants. We are in the process of recovering these products from our restaurants and from our customers.

We have prepared the following questions and answers to assist you.

Q1	What products are being recalled?
A1	The recalled products are Step-It activity wristbands, which come in two styles- the Activity Counter and the motion-activated Light-up Band. The Activity Counter is pedometer that tracks the users steps and movement and comes in three colors: blue, green, and orange. The Light-up Band blinks according to the user's rate of movement and comes in three colors: yellow, red, and purple. Pictures of the wristbands can be found at end of this document.
Q2	Why is McDonald's doing this voluntary recall?
A2	McDonald's is committed to providing our customers with safe and enjoyable products including the Happy Meal toys we offer our youngest guests. We have initiated a voluntary recall because we have received reports of skin irritation or burns after wearing the wristbands.
Q3	Didn't McDonald's test the wristbands?
A3	Yes, we certainly did. McDonald's safety standards are among the highest in the industry, and we have a strong track record of product safety. The wristbands were evaluated by an independent third-party laboratory, accredited by the United States Consumer Product Safety Commission (CPSC), and were determined to be in compliance with all applicable federal and state requirements. We continue to investigate the source of these concerns.
Q4	Have there been any reports of or injury?
A4	We have received reports of skin irritation or burns after wearing the wristband which is why we have recalled the wristbands.
Q5	What is causing the skin irritation or burns from the wristbands?
A5	McDonald's is aggressively investigating this issue and hopes to have more information in the near future. While we do not yet know what may be causing these incidents, we believe it is appropriate to recall these wristbands from consumers in an abundance of caution.
Q6	How many products are involved in the recall?
A6	Approximately 33 million wristbands were manufactured for the U.S. and Canada. Because of the limited dates of distribution and the decision by McDonald's to stop distributing to customers on August 17, 2016, many of the wristbands had not yet been distributed to customers.
Q7	When were the wristbands offered in your restaurants?
A7	The Step-iT Activity Wristband promotion was offered at McDonald's restaurants between August 9, 2016 and approximately August 17, 2016.

Q8	What should customers do with the wristband?
A8	Customers should immediately take the wristband away from children and return it to any McDonald's restaurant to receive a replacement Happy Meal toy and the choice of either a free yogurt tube or a free bag of sliced apples.
Q9	How can customers return their wristband?
A9	We recognize the inconvenience of making a return. To ease the return process, any McDonald's restaurant will accept the wristband. We encourage our customers to review the full set of instructions related to returning the wristband by visiting www.mcdonalds.com . Customers can also call McDonald's toll-free number at 1-800-244-6227.
Q10	What will customers receive if they participate in the voluntary recall?
A10	We would like all of our customers who received the activity wristband to know that we apologize for any inconvenience that this issue may have caused, and we would like to make their experience a happy one. To that end, customers can return the wristband at any McDonald's restaurant and receive a replacement Happy Meal toy and the choice of either a free yogurt tube or a bag of apple slices.
Q11	Were the wristbands distributed anywhere besides the U.S.?
A11	Yes, McDonald's Canada also distributed the wristbands in their restaurants. Identical, immediate and swift action was taken both in Canada and the U.S. as part of this voluntary recall. In addition, the wristbands were distributed in a few markets in the Caribbean, which also have stopped distributing the wristbands.
Q12	How does this recall impact Happy Meal products and programs distributed in other markets outside the U.S., Canada, and the Caribbean?
A12	We would like you to know that this recall has no impact on past or present Happy Meal products and programs distributed in other markets outside the U.S., Canada and the Caribbean.