

FAQ FOR RECALL VANISH EVO MY15 BICYCLE HELMET

1. AM I AFFECTED BY THIS RECALL?

Follow these steps to see if your helmet has been affected by this recall:

a. Check by Model Name and Year:

These SCOTT Vanish Evo bicycle helmets of model year 2015 are affected:

238472 Vanish Evo Helmet (CE)

238485 Vanish Evo MTB Helmet (CE)

238473 Vanish Evo Helmet (CPSC)

*** 238474 Vanish Evo Helmet (AS) is NOT affected by this recall.**

For more information on the recall of these affected models visit this link:

<http://www.scott-sports.com/global/en/company/safety-and-recalls/>

b. Check by serial number:

Use the following link to enter the serial number found on the bar code sticker inside your SCOTT Vanish Evo helmet (as shown in the diagram):

<http://www.scott-sports.com/global/en/company/safety-and-recalls/>

The system will let you know whether or not your serial number is affected:

1. Your serial number is not affected:

Your Vanish Evo bicycle helmet is safe to use (your serial number is from another model year so your helmet is not affected by this recall).

2. Your serial number is affected:

Your Vanish Evo bicycle helmet should not be used. Please contact your retailer to arrange a full refund of your purchase price.

2. WHO IS THE BEST POINT OF CONTACT FOR QUESTIONS ABOUT THIS RECALL?

Please contact your local SCOTT retailer. All SCOTT retailers have been informed about the recall and will liaise with the National Distributor to handle the recalls on your behalf.

A list of all SCOTT retailers and distributors can be found at:

<http://www.scott-sports.com/global/en/company/distributors/>

3. WHO WILL HANDLE THE RETURN AND REFUND OF MY VANISH EVO MY15 BICYCLE HELMET?

Your local SCOTT dealer where you purchased your helmet will do the refund.

4. WILL I INCUR ANY COSTS WITH THIS RECALL?

You will not incur any costs with this recall. You will be refunded the purchase price of your SCOTT Vanish Evo MY15 bicycle helmet when returning it to your local SCOTT retailer.

5. WHO CAN I CONTACT IF I CANNOT FIND HELP LOCALLY?

Please contact SCOTT International using the following email:

recall@scott-sports.com

Remember to provide all relevant information and your contact details. We will respond to you promptly.

If you are based in the USA, you can call this toll free number:

+1 888-607-8365 ext 2012



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In cooperation with national Recall Authorities

