

Date: 09-April 2025

Subject: Important safety update regarding your Bugaboo Giraffe high chair

Dear customer,

We are reaching out with an important safety update regarding your purchase of the Bugaboo Giraffe high chair.

If the screws connecting the chair's legs weren't fully tightened by the customer during set up, the screws become loose over time. In that case, the legs of the chair can detach from the frame when a baby is seated in the baby set and is pushing against the footrest. This presents a falling hazard.

Safety is paramount to ensure the well-being of our customers and their children. To decrease the potential for incorrect installation of the screws, we have developed a free Repair Kit.

This Repair Kit includes:

- A redesigned set of screws.
- An improved Allen key for easier installation.
- A step-by-step instruction manual.

These updated components are designed to provide better stability. The replacement is simple and can be done at home in just a few minutes.

We recommend you replace the current screws with the revised screws of the Repair Kit using the new Allen key and by following the manual. Even if you believe your current screws are installed correctly, you should follow this procedure.

We have created a self-service portal on our website, where you can immediately order your free Repair Kit by clicking on this link (expected delivery within 1 to 2 weeks):

[Get your free Repair Kit](#)

In the meantime, if you want to continue using your Bugaboo Giraffe high chair until you have replaced the screws using the Repair Set, you can only do so safely if you put the footrest in its lowest position. You can put the footrest in its lowest position by pressing the two buttons located on either side of the footrest while sliding the footrest down.

We sincerely apologise for any inconvenience and thank you for your understanding. Your child's safety and comfort are our top priority.

Best Regards,

Bugaboo Team

