



NeoRok Recall FAQ Document

Why is the Classroom Select NeoRok Stool being recalled?

The Classroom Select NeoRok Stool (sizes 15", 18" and 20") are being recalled due to an assembly error that could result in breakage inside the stool cylinder. Although there have been no reports of injuries, out of an abundance of caution, we are issuing this voluntary recall.

What will happen if I continue to use my Classroom Select NeoRok Stool?

The stool could break and pose a fall hazard.

When will I receive my new Classroom Select NeoRok stool?

You will receive your new Classroom Select NeoRok Stool within 30 days after receipt of the recall letter.

How do I know the stool I received is not part of the recall?

Only the 12" version is not included in the recall. Additionally, newly shipped Classroom Select NeoRok stools that are NOT part of the recall will have a ½" white circle affixed to the underside of the seat and will arrive to you in a carton identifying it as a replacement. There will be a label on each carton stating "Recall Replacement Enclosed" and will have a sticker affixed to the unit stating "Recall Replacement" as well.

Will the recall affect or delay orders shipping in July or August?

The recall process is underway and the assembly error has been corrected. There is no reason for concern about meeting customer's delivery expectations with July and August timeframes.

What sizes of the Classroom Select NeoRok Stool are affected?

Three sizes of the Classroom Select NeoRok Stool are included in the recall: 15" (item 1496633), 18" (item 1496340), and 20" (item 1496342). The 12" (item 1496631) is NOT part of the recall.

Are all colors of the Classroom Select NeoRok stool included?

Yes, all five colors are included in the recall in the 15", 18", and 20" sizes. Colors include: Pistachio, Paprika, Periwinkle, Cardinal, and Marine

How can my customers send back their Classroom Select NeoRok Stools that are part of the recall?

Customers will be notified via letter of the recall and are being asked to discontinue use of their Classroom Select NeoRok Stools immediately until replacement units arrive. When the replacement units arrive customers are asked to package the recalled units in the cartons that the new units arrived in. A prepaid shipping label will be provided in each carton for the customer to affix to their box. Please refer customers to the "Safety Recall Instructions" letter. You must complete the recall return within one week after your receipt of the replacements, or you will be additionally billed for your new units.

Where can I direct customers to for additional information?

Customers can contact the School Specialty Contact Center at 877-204-3948. Contact Center hours are 8AM to 5PM CST, Monday through Friday. Additional information will also be posted to the School Specialty website: www.schoolspecialty.com/product-recall.