

Primal Vantage Co., Inc.
Voluntary Recall Action
12/08 and 10/08 Model 105/155 Ameristep Plastic Tree Step
FAQ/Q&A Script

Q. Why is the firm conducting this recall?

A. We are conducting this recall as a precaution to keep our customers safe and to prevent potential injuries.

Q. How can I tell if my product is affected by the recall?

A. We are voluntarily recalling model 105 and 155 plastic tree steps that were manufactured in December 2008 or October 2008. You can find the date code of your product by looking on the plastic surface of the tree step at a circle containing numbers. Inside this circle of numbers you will see an arrow within 2 numbers. If these two numbers are “08” and the arrow is pointing towards the “12” or “10,” then your product was manufactured in 12/08 or 10/08 and is part of this recall (as long as it is a model 105 or 155).

Q. How can I take advantage of the recall?

A. We can either send you a return form that must be completed with all necessary information, or you can download the return form from www.treestandcustomerservice.com (it is located under the “recall” button on the first page). Please fill out the form in its entirety and return it with all of the model 105 or 155 tree steps with a 12/08 or 10/08 date code in your possession and we will process your full refund as quickly as possible.

Q. What is the problem with my product?

A. We have been notified that during reportedly normal use there have been instances of the plastic portion of the step allegedly breaking.

Q. My product appears to be operating okay. Can I continue to use it?

A. No. Even though your product appears to be safe, we are asking all customers to immediately stop using the product and participate in the recall by returning the product to us for a full refund.

Q. I no longer have a receipt for the product. Can I still return it?

A. Yes. You can still return your product without a receipt.

Q. Will I receive a refund for the product?

A. Yes. Within six to eight weeks after sending us a completed return form and your 12/08 or 10/08 model 105 or 155 plastic tree steps, you will receive a full refund for the retail purchase price of each step returned plus a \$5.00 refund to reimburse you for shipping the product back to us.