

June 6, 2011



504788 Bratz Makeup Design Sketch Book - RECALL
FREQUENTLY ASKED QUESTIONS

What is the nature of this recall?

The eye shadow portion of the product has the potential to be contaminated with microorganisms known as *Staphylococcus warneri* and *Staphylococcus intermedius*.

Is it only one of the eye shadow colors or all of them?

All of the colors have the potential to be contaminated with bacteria.

What are the risks associated with this contamination?

Although risk through normal use by healthy individuals is rare, *S. warneri* and *S. intermedius* can potentially cause infection. For certain individuals such as those with wounds in their eye, or compromised immune systems, introduction into the eye by either microorganism may result in infection.

My child already used this product, should I be concerned?

No. Under normal use, risk of infection by healthy individuals is rare. If your child did not experience any adverse effect after using this product there is no need to be concerned.

What would the reaction include if my child had one?

It is possible that your child would have experienced pain in the eye or decreased visual acuity.

How long after use would any adverse effect occur?

If you have any concern that your child has had an adverse effect from use of this product, it is recommended that you contact your medical care provider for further guidance.

My child is experiencing eye pain, what do I do?

Please contact your medical care provider for further guidance and advice.

Has anyone notified you of an infection or a medical problem?

No. MGA has not received any reports of injury or illness associated with this product. We are recalling this product out of an abundance of caution.

What do I do with the product?

If you have not already done so, take this product away from your child and discontinue use. After you have submitted the required information for your claim, dispose of this product right away through your normal trash collection process. It is recommended that you wash your hands thoroughly with soap and warm water after handling the product for disposal.

How are you alerting consumers?

- The FDA has issued a formal press release.
- All retail stores and websites that purchased this product have been notified to post the recall information per their standard recall procedures.
- MGA corporate web site.

How long will it take to get my refund?

Your refund will arrive within 4 weeks after you have provided the required documents for processing the refund.

What if I don't get my refund?

Please send an email to Recall504788@mgae.com including your activity number and someone will contact you for follow up.

Where was this product sold?

Aafes

Amazon.com

Stationery & Toy World

Target

Target.com

Toys R Us

WalMart.com

When was this product first sold in stores?

December 2010

How was this potential contamination first discovered?

Through finished product batch testing elevated levels of bacteria showed up.

Why can't I just throw away the eye shadow portion of this product?

Due to the potential of cross contamination, you should take this product away from your child and dispose of the entire unit.

Should I return this product to the retail store I purchased it from?

No. MGA will be processing all product returns directly.