

Dear Montbell customer,

We have discovered that the sewing is defective on the straps of the **Field Hammock (#1122714)**, and that it does not meet strength requirements. As a result, we are discontinuing the sale of this product and conducting a recall.

Please cease use immediately and return it to your nearest Montbell Store, or mail it to the address below. You will be refunded for your purchase in full.

We are deeply sorry for any inconveniences this may cause you, but we kindly ask for your cooperation and hope for your continued patronage in the future.

▪ **Product**

Product Name (Number): **Field Hammock (#1122714)**

Sales Period: May, 2020 to Present



▪ **Reason for recall**

The sewing is defective on the straps that secure the **Field Hammock (#1122714)** to a tree or other object, and the straps may tear if strong force is applied. In the worst case scenario, a user may fall to the ground while lying in the hammock.

▪ **Return options**

1. Bring the product to your nearest Montbell store.
2. Mail the product to the Montbell Return and Exchange Department. Contact us at 1-877-666-8235 or at cs-mba@montbell.com and we will prepare a shipping label and mail it to you within a few days.

Return and Exchange Department
Montbell America Inc.
3550 Frontier Avenue Unit B
Boulder, CO 80301 U.S.A.

Please include the following in the package:

- The product
- Return and Exchange Form
<https://www.montbell.us/customer-service/return-and-exchange-policy/>

▪ **Refund method**

As outlined in the Return and Exchange Form, we will refund the purchase amount to the credit card used in the original transaction. Please contact us at 1-877-666-8235 or at cs-mba@montbell.com for any assistance.