
SUBJECT:PRODUCT Recall Scooter Town 7 EF or Town 9 EF

SAFETY PROCESS



DECATHLON



oxelo



PRODUCT RECALL

Town 7 EF or Town 9 EF

Of the brand **Oxelo**

Reference : 1601179 / 1601289 / 1601181 /
591725 / 591760 / 1601182 / 1607701 / 591766

As part of our quality and safety process, our teams of the Oxelo brand have determined that some components of the scooter do not reach the desired level of quality and they have identified a fragility in the handlebar which could lead to progressive cracking and breakage in case of intensive use.

Please send your scooter to our Decathlon Northampton warehouse location:

Decathlon Logistics UK
Unit 200 Caswell Road
Brackmills Industrial Estate
Northampton - NN4 7PW
United Kingdom

A technician will make an evaluation and, if necessary, they will replace the defective part with a new one for free. **Please send us a copy of your shipping receipt so we can reimburse your shipping costs.**

➤ **WARNING : WE KINDLY ASK YOU TO STOP USING THIS PRODUCT BEFORE TAKING IT TO A STORE**



Reason for the recall:

We have detected a fragility on the handlebar, which could lead to a progressive cracking of the handlebar and its breakage during intensive use. To avoid any risk, we wished to recall all TOWN 7 EF & TOWN 9 EF scooters concerned. These are (*see the traceability tag under the scooter plate*) :

TOWN 7 EF produced before week 32/2015:

TOWN 9 EF produced before week 26/2016:

Our customer service team is at your disposal to answer all your questions at customer.experience.team@decathlon.com. Please accept our sincerest apologies for any inconvenience caused by this recall.

Decathlon SA, corporation with a capital of 10,250,000 euros – 4 bd de Mons BP 299 – 59665 Villeneuve d'Ascq Cedex – RCS Lille Métropole 306 138 900