

# CUSTOMER GUIDE TO RETURNING YOUR RECALLED MIRROR



Glass is fragile and with the concerns highlighted in our recall notice it is essential the product is removed from your home and returned to your local store for a full refund. The guidance below will help reduce the chance of the mirror being damaged and injury occurring when the mirror is moved.

The mirror will require careful preparation for return to store. Given the risk of breakage, appropriate wrapping and transport by car to your local store is essential.

## Materials you will need;

- Gloves
- Masking tape
- Packing/parcel/clear tape
- Bubble wrap if available
- 2 large sheets of corrugated cardboard/ large cardboard box if available
- A blanket
- Scissors.

**! ALWAYS USE GLOVES WHEN HANDLING THE MIRROR OR SHELVES TO PROTECT HANDS SHOULD THE GLASS BREAK.**

**! ASK FOR ASSISTANCE FROM ANOTHER INDIVIDUAL IF REQUIRED.**

1. Read this removal advice fully before beginning the removal of your mirror.
2. Prepare a safe space to place the mirror and shelf, with the cardboard laid out, ready for its removal. A blanket on the surface will serve as a soft cushion during the packing process.
3. With care lift the mirror from the fixed location to the prepared area. If mechanical fixings have been used please refer to the installation instructions to reverse them.
  - A. If the mirror includes a shelf, detach this by unscrewing the fixings. Set the glass to one side and wrap in the same way as the mirror.
  - B. If lights are a feature of your mirror a competent person should un-install the electrical connection and the mirror removed as per the following steps.
4. Lay the mirror flat on the prepared area.
5. Carefully apply the masking tape to the front of the mirror in a grid pattern, securely wrapping the tape onto the back of the mirror. This will protect the glass from separating in the unlikely event it is damaged in transit.
6. Flatten out the cardboard/cardboard box, trim its size to match the mirror. Securely and tightly wrap the mirror and shelf in cardboard and tape thoroughly around the cardboard to prevent the mirror from sliding out of the cardboard, ensuring the mirror and shelf are totally enclosed.
7. If available, wrap the mirror with bubble wrap and secure with tape. Carefully transport the wrapped mirror in a car to your local store for a full refund.

For more information please call the helpline:

**UK: 0300 303 4482 / ROI: 1800 946 327\***

\*Monday to Friday 8.30am–8pm, Saturday 9am–5pm and Sunday 10am–4pm

Thank you for your co-operation.

Distributor: B&Q plc, B&Q House, Chestnut Avenue, Chandlers Ford, Eastleigh, Hampshire SO53 3LE  
Manufacturer: Kingfisher International Product Limited, 3 Sheldon Square, London, W2 6PX, UK

COOKE™  
&LEWIS

