

**Subject:** Request received: Hi [REDACTED] I was forwarded your information from Jean Sebastian regarding the foam in your Foonf seat. Please provide me with any detailed quest...

**From:** Samantha [REDACTED]@clekinc.com)

**To:** [REDACTED]

**Date:** Friday, October 31, 2014 4:58 PM

##- Please type your reply above this line -##

**clek**

**Clek Customer Service**  
Mon-Fri, 9am - 5pm EST  
1-866-656-2462  
customerservice@clekinc.com

Thank you for contacting Clek! Your request (1002954) has been received and forwarded to one of our Customer Care Representatives who will be happy to assist you. You should receive a reply within 24 hours (excluding weekends) and in the meantime please feel free to check out our Online Product Support at:

US - <http://www.clekinc.com/support/>

CDA - <http://www.clekinc.ca/support/>

If you would like to add any comments to your request (1002954), please reply to this email.

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**Samantha [REDACTED] (Clek Inc)**

Oct 31 04:58 PM

Hi [REDACTED],

I was forwarded your information from Jean Sebastian regarding the foam in your Foonf seat. Please provide me with any detailed questions you may have as well as the information below

Foonf color/model name:

Serial Number:

Date of Manufacture:

Kind Regards,

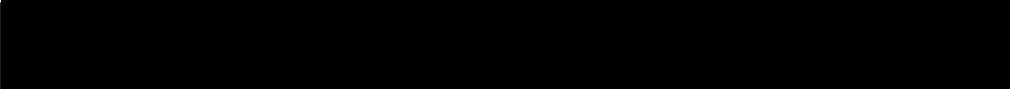
Samantha [REDACTED]

[REDACTED]

clek  
Customer Support Team  
866.656.2462

clekinc.com

This email is a service from Clek Inc.



**Subject:** Re: Request received: Hi [REDACTED] I was forwarded your information from Jean Sebastian regarding the foam in your Foonf seat. Please provide me with any detailed quest...

**From:** [REDACTED]

**To:** customerservice@clekinc.com;

**Date:** Monday, November 10, 2014 8:47 PM

Foonf color/model name: Clek Foonf Drift  
Serial Number: [REDACTED]  
Date of Manufacture: 4/28/14  
UPC: [REDACTED]

Dear Ms. [REDACTED],

Like all mothers, I want my child to be safe, and as I have had some severe chemical allergies, there is no question that when it came to buying a car seat for my toddler, I wanted one as free of as many toxins as possible, in addition to being structurally safe and secure. That's why I chose a Clek Foonf, which advertises that it is free of both brominated and chlorinated fire retardants.

The Clek Foonf is one of the most expensive car seats on the market. As a single mother, being able to get one for my son means making a lot of sacrifices elsewhere. Eating at home instead of out, no cable tv, secondhand everything whenever possible. But in my view, it's worth it to not have known carcinogens in contact with my son. Many car seats, including the Foonf, allow direct access to the treated foam by simply sticking one's fingers through the strap openings of the upholstery, and it's unreasonable to expect that at some point a toddler isn't going to try that too. And if you know toddlers, you know that their fingers are constantly in their mouths.

Because there are so many issues with tainted materials in supply lines, and this is such an important issue, I decided to take advantage of Duke University's free foam testing, which tests foam for the 7 most frequently used fire retardants. Imagine my disappointment when the sample I took from my Clek Foonf seat came back positive for TDCPP, aka Tris.

You made explicit promises to me about substances that were not in this carseat. And I have made, and continue to make, big sacrifices because of it. Duke has high standards based on my previous experience with them, and I have no reason to believe their tests results are incorrect, but just in case there was some issue in the way I collected the sample, two further samples have been sent to them, one of the back and one of the bottom seat, and I am awaiting those results.

Please offer your counsel as to why my car seat is testing positive for Tris and how this could have happened.

[REDACTED]

[REDACTED]

**Subject:** [Clek Inc] Re: Hi [REDACTED] I was forwarded your information from Jean Sebastian regarding the foam in your Foonf seat. Please provide me with any detailed quest...

**From:** Samantha [REDACTED]@clekinc.com)

**To:** [REDACTED]

**Date:** Thursday, November 13, 2014 8:35 AM

##- Please type your reply above this line -##



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Samantha [REDACTED] (Clek Inc)  
Nov 13 08:35 AM


Hi Ms. [REDACTED].

Thank you for taking the time to send over that information. We will look into your findings on the foam attached to the Drift fabric and would like to get it back from you if possible (or at least get a picture of the backside) to look into it further. We can only assume that it was a 2013 cover since the foam on all fabrics was replaced with an alternative foam on our 2014 models (and there was a small production run of Drift Foonf models in 2014 using the remaining 2013 fabrics). However, please note despite testing all of the components (including the Drift fabric), the "free from brominated and chlorinated flame retardants" claim was specific to the models made with Crypton Super Fabrics (covers all designs except Drift). Please see the fabric description at the bottom of the page <<[www.clekinc.com/foanf](http://www.clekinc.com/foanf)>>. You will also see that Drift was removed from our 2014 model offering. However, it is possible that you may have received a Foonf Drift seat made in 2014 with a 2013 Foonf Drift cover.

We will happily send you a replacement Drift cushion cover with the new foam, or would extend the offer of a complete set of Crypton Super Fabrics in Shadow (black), which you can replace your Drift fabric with. Please be advise that changing the covers

does require a bit of effort. Kindly send your mailing address and advise how you wish to proceed.

Kind Regards,

Samantha 

clek

Customer Support Team

866.656.2462

**Subject:** Re: [Clek Inc] Re: Hi [REDACTED] I was forwarded your information from Jean Sebastian regarding the foam in your Foonf seat. Please provide me with any detailed quest...

**From:** [REDACTED]

**To:** customerservice@clekinc.com;

**Bcc:** [REDACTED]

**Date:** Friday, November 14, 2014 8:27 PM

Hi Samantha,

Thanks for following up on this. While Clek may have removed Drift from the production lineup, they were clear a part of the original 2014 lineup and they are still being sold. Here's the link to what I purchased -- a 2014 Clek Foonf in Drift. It is now November of 2014 and the Drift is still readily available. Amazon is a high volume seller, so there must be a substantial amount of them in the marketplace.

[http://www.amazon.com/gp/product/B00GCHT1ZK/ref=oh\\_aui\\_detailpage\\_o00\\_s00?ie=UTF8&psc=1](http://www.amazon.com/gp/product/B00GCHT1ZK/ref=oh_aui_detailpage_o00_s00?ie=UTF8&psc=1)

I also called Clek customer service to verify no brominated or chlorinated flame retardants in the Drift before purchasing and was told there were none and also confirmed that on your website at the time. Further, I refer you to the following press release, dated February 24, 2014, which states:

**"Toronto, ON, February 24, 2014 -** Clek, the award-winning child passenger safety seat manufacturer, is the first of its industry to announce its 2014 model year products are free of bromine and chlorine-based flame retardants, while still meeting the federally-required automotive fire-safety standards."

Samantha Sampson  
416-479-3951 ext. 119  
communications@clekinc.com

Your website now refers to only the Crypton fabric, because Crypton fabric is all that is now being sold. If Clek took the time to differentiate and announce that their 2014 models are free of brominated and chlorinated flame retardants, then using 2013 materials in 2014 models is a grave error.

Clek is one of the few carseats that does not have a removable cover. Upon further inspection of the upholstery materials, it is clear that it would be extremely difficult for the average person to properly remove and replace that padding and upholstery and achieve a satisfactory result. Further, aggressive handling of those materials is likely to create more exposure to the very substances I am attempting to avoid -- flame retardants.

Because of these critical factors, I am requesting that you replace the entire car seat with a 2014 model verified free of brominated and chlorinated fire retardants. If you subsequently

issue a call ticket for the existing seat to be returned to you, I will reuse the protective box and packing materials and we will not be without a car seat in the interim. Please advise and I will forward my address.

Best regards,

A solid black rectangular redaction box covering the signature area.

**Subject:** [Clek Inc] Re: Hi [REDACTED], I was forwarded your information from Jean Sebastian regarding the foam in your Foonf seat. Please provide me with any detailed quest...

**From:** Samantha [REDACTED]@clekinc.com)

**To:** [REDACTED]

**Date:** Tuesday, November 18, 2014 4:35 PM

##- Please type your reply above this line -##

**clek**

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Samantha [REDACTED] (Clek Inc)  
Nov 18 04:35 PM

Hi Ms. [REDACTED],

Thank you for your comments. While 2014 Drift models were introduced later in the year, they were not part of our original 2014 lineup. The Drift model was brought back after the press release came out in February in order to satisfy consumer requests. The press release that was issued a few months later specifically states that only the Crypton Super Fabric models are free of brominated and chlorinated flame retardants, and calls out the Drift separate without this claim.

If this claim was erroneously made by a member of the Clek customer service team on the Drift model, it was certainly not intentionally as we have never marketed the Drift model in this light. We remain open to sending you a replacement cover for you in the Crypton fabric (Shadow colour). The Foonf's cover is designed to be removable and we would be happy to send you both written and video instructions.

Please send us your mailing information and advise how you wish to proceed.

Kind Regards,

Samantha [REDACTED]

[REDACTED]



clek  
Customer Support Team  
866.656.2462

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**Subject:** Re: [Clek Inc] Re: Hi [REDACTED], I was forwarded your information from Jean Sebastian regarding the foam in your Foonf seat. Please provide me with any detailed quest...

**From:** [REDACTED]

**To:** customerservice@clekinc.com;

**Bcc:** [REDACTED]

**Date:** Tuesday, November 18, 2014 5:35 PM

Thank you for this further information. Would you be so kind as to forward a copy of the dated second press release to me or direct me to where it is located?

If I am understanding you correctly, during the time period between the first and second press release, Drift models were being sold to consumers like me who had only the information in the first press release to go by. And up until Friday of last week, the press release you had posted on your website continued to state that all 2014 models were free of chlorinated and brominated fire retardants.

[REDACTED]

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**Subject:** [Clek Inc] Re: Hi [REDACTED] I was forwarded your information from Jean Sebastian regarding the foam in your Foonf seat. Please provide me with any detailed quest...

**From:** Samantha [REDACTED] (Clek Inc) ([REDACTED]@clekinc.com)

**To:** [REDACTED]

**Date:** Wednesday, November 19, 2014 2:24 PM

##- Please type your reply above this line -##

**clek**

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customerservice@clekinc.com

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Samantha [REDACTED] (Clek Inc)  
Nov 19 02:24 PM

Hi Ms. [REDACTED],

The latest press release introducing the new Clek Fillo Convertible car seat can be found at <http://media.clekinc.com>. This article calls out the difference between Crypton fabric models and the Drift model. As both seats use the same materials this applies to the Foonf as well. Also, in the About Clek section at the end of the press release it states: "Clek 2014 products using Crypton Super Fabrics are free of brominated and chlorinated flame retardants".

Please let us know if you have any further questions.

Kind Regards,

Samantha [REDACTED]

clek  
Customer Support Team  
866.656.2462

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**Subject:** Re: [Clek Inc] Re: Hi [REDACTED], I was forwarded your information from Jean Sebastian regarding the foam in your Foonf seat. Please provide me with any detailed quest...

**From:** [REDACTED]

**To:** customerservice@clekinc.com;

**Date:** Wednesday, November 19, 2014 10:49 PM

Thanks for forwarding that press release. The original one doesn't differentiate between the fabrics, which leaves the customers purchasing the Drift in the interim, or close to it, unable to differentiate between the fabrics. Although the first press release has now been corrected, that only happened a couple of days ago and the original is still widely quoted and referenced.

I remain concerned about further exposing myself to TDCPP, and as I am in physical therapy for a back/shoulder injury and often have to wear a back support, I am also adverse to struggling to replace the fabrics and foam. It is my understanding that it is not easy, especially while watching a toddler. Please correct me if I am wrong.

I will approach Amazon regarding a return and see if that might work, and reach out to Visa and healthystuff.org to see what they might suggest if we are at an impasse. I believe it is abundantly clear from our exchange that Clek made a mistake, first in using 2013 materials on a 2014 model and then in not promptly correcting the information in the original press release. I have found people to be very forgiving of mistakes and oversights -- myself included -- but less so when the offending party does not make things completely right without causing great hassle to an innocent party.

[REDACTED]

**Subject:** [Clek Inc] Re: Hi [REDACTED] I was forwarded your information from Jean Sebastian regarding the foam in your Foof seat. Please provide me with any detailed quest...

**From:** Samantha [REDACTED] (Clek Inc) (customerservice@clekinc.com)

**To:** [REDACTED]

**Date:** Thursday, November 20, 2014 4:30 PM

##- Please type your reply above this line -##



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Samantha [REDACTED] (Clek Inc)  
Nov 20 04:30 PM

Hi Ms. [REDACTED],

As mentioned in our previous emails, the press release from February was published before the Drift model was relaunched in 2014. The information has since been updated to alleviate any confusion.

If you change your mind regarding the free Crypton clekjacket please let us know and we would be happy to assist you further.

Kind Regards,

Samantha [REDACTED]  
clek  
Customer Support Team  
866.656.2462

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[REDACTED]

[REDACTED]