

In case of discrepancies between language versions, the English version prevails.

2025-09-11

PRODUCT SAFETY RECALL

Dear Valued Customer,

We regret to inform you that we have recently identified a safety concern with the below product sold on Temu.

Product details



Name of the product: Disney Lilo & Stitch Angel Cartoon Print Backpack - Lightweight EVA Material, Adjustable Shoulder Straps, Polyester Lining, Zip Closure - Perfect for Daily Commute & Casual Wear, Daily Commute Backpack | Playful Design Backpack | EVA Material Backpack

Brand of the product: DISNEY

Name of the seller: Grey Tracks Premium

Identification No.: 6348221777 which is accessible on the package as follows:



Product ID: 601100079730305

Affected Customers: If you purchased the product listed above before 2025-09-11, you are affected by this product safety concern.

Why is this product dangerous?

The plastic material of the product has an excessive concentration of phthalate Bis (2-ethylhexyl) phthalate (DEHP) and Alkanes C10-C13, chloro (Short-Chain Chlorinated Paraffins) (SCCPs).

What to do

Please immediately stop using the recalled product and dispose of it safely.

If you have offered or sold this product to someone or are aware of anyone using this product, please inform them of this message.

Remedies for consumers

If we have your contact details, you will have received an email with the above information and Temu has already processed a full refund on behalf of the seller to your original payment method. If you have not received an email, please visit our Support Center <https://www temu.com/support-center.html> to request a refund.

Contact

If you have any questions or concerns regarding this notice, please do not hesitate to contact us at <https://www temu.com/support-center.html>.

We sincerely apologize for any inconvenience this may cause.

Sincerely, Temu Customer Service