

Important Safety Notice of Recall

February 2, 2024

«First_Name» «Last_Name»
«Address1» «Address2»
«City» «St» «Zip»

Dear HSN Customer,

RE: «Order», Item «Item», «Description»

We are writing to you today regarding a NextGen HolaBelle children's bicycle that you purchased from HSN. In cooperation with the U.S. Consumer Product Safety Commission (CPSC), Flat River Group LLC will be moving forward with a voluntary recall of NextGen HolaBelle children's bicycles sold exclusively online between October 2020 through November 2022. This recall involves HolaBelle NextGen 10-inch, 12-inch, 16-inch and 20-inch children's bicycles. The bicycles were sold in black, blue, red, purple and pink. The NextGen logo is printed across either the top tube or down tube of the frame on the bikes.

Consumers should immediately take the recalled bicycles away from children, stop using them. The bicycles do not meet U.S. safety standards for bicycles, posing crash and injury hazards to children. The 10-inch, 12-inch, and 16-inch bicycles are equipped with hand brakes but no footbrakes. The 20-inch bicycles are not equipped with a chain guard and the pedals do not come with reflectors. Federal regulations require bicycles with seat heights that measure at or below 25 inches to be equipped with foot brakes and require a full coverage chain guard, intended to prevent entrapment of clothing or body parts.

Please contact the Flat River Group toll-free at 833-857-1010 anytime, or online at [NextGen Recall - Flat River Group](#) to complete the registration form. Flat River Group will provide a pre-paid shipping label, disassembling instructions and a box to return your bicycle. Upon receipt and verification of the item, Flat River Group will provide a full refund to the same address to which the pre-paid shipping was sent.

For HSN questions, please contact Customer Service at 800.284.3900 between the hours of 8–1am ET, seven days a week.

At HSN, we are committed to providing an experience that exceeds our customers' expectations. We apologize for any inconvenience this may have caused and thank you for shopping with HSN.

Best regards,

HSN Customer Service