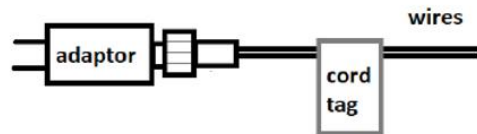


- Q. Why is the Member's Mark 7 ft Pre-lit Twinkling Buck being recalled?**
- A. We are conducting this recall to keep our customers safe and prevent injuries by giving consumers the option of obtaining a repair kit or refund of the product's purchase price.**
- Q. How can I tell if my 7 ft Pre-lit Twinkling Buck is affected by the recall?**
- A. Look on the cord tag located near the adaptor wall plug for the model and item numbers. The recalled model number 990404199 and Item Number 663520-309 are printed on the cord tag as highlighted below by the red square. Both numbers are also located on the outside of the product packaging. Only Member's Mark 7 ft Pre-lit Twinkling Bucks purchased in 2025 are affected.**

**Cord Tag**

<p>ITEM NO: <span style="border: 1px solid red; padding: 2px;">663520-309</span></p> <p><b>CAUTION</b>: 1) To reduce the risk of fire and electric shock, use only the power supply Model TS-13W12Vmfg. by Ting Shen Industrial Co., Ltd that was provided with this product. 2) For Indoor/Outdoor Use. 3) This seasonal product is not intended for permanent installation. XX/2025</p> <p style="text-align: center;">See other Side</p>	<p>Continued from Other side FCC Model Number: <span style="border: 1px solid red; padding: 2px;">990404199</span> This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.</p>
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**Cord Tag Location**



- Q. How can I participate in the recall?**
- A. Please contact Seasonal Specialties to request either a repair kit or a full refund by phone or email and indicate your preference in your correspondence. You will then receive further instructions on how to receive the repair kit or refund by mail.**

**Customer Service Contact Information**  
**Toll Free: 1-800-353-3116**  
**Email: [buckrecall@seasonalspecialties.com](mailto:buckrecall@seasonalspecialties.com)**

**Q. *What is the problem with my 7 ft Pre-lit Twinkling Buck?***

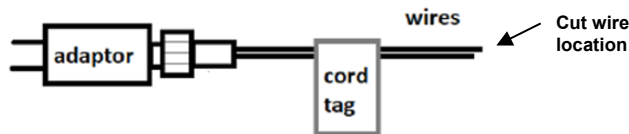
**A.** If the wires in the neck area of the Buck are connected incorrectly the current limiting resistor on the head just below the right eye can overheat, posing a burn hazard.

**Q. *My 7 ft Pre-lit Twinkling Buck appears to be operating okay. Can I continue to use it?***

**A.** No. Even though your product appears to be safe, we are asking all customers to immediately stop using the product and participate in the recall by contacting us to receive a free repair kit, or a refund.

**Q. *Can I receive a refund for the product?***

**A.** Yes. You can receive a full refund for the purchase price of the product if you choose not to receive and install the repair kit. To receive the refund you will have to provide a photo showing you cut the main power cord after the cord tag (in-between the cord tag and the Buck) with either the item or model number shown in the photo.



**Q. *I no longer have the receipt or cord tag for the product. Can I still return it?***

**A.** Yes. You can still get a refund for the product without a receipt or cord tag. Please contact us for further information.

**Q. *How long will it take for me to receive the repair kit?***

**A.** Please allow 1 to 2 weeks from the date you contacted us. We apologize for any inconvenience, and assure you we are working as quickly as possible to get you the repair kit for your product.

**Q. *Will I be able to repair the product myself?*<sup>1</sup>**

**A.** Yes. We will include complete instructions with the repair kit as well as a telephone number to call if you have a question about the repair. The repair should take approximately 10 minutes to perform.

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**Q. *What is the purpose of the color-coded labels I received with the updated instructions in the repair kit?***

**A.** The color-coded wire labels are used to mark the wire connections on the head and body of your Buck, along with the connections for the antlers and bow to ensure that they are correctly connected the next time you use your Buck by matching the colors on the wires.

**Q. *The lights on the head of my Buck (or other part of the Buck) have stopped working. Can I get a replacement?***

**A.** If the lights on any part of the Buck fail to light, you can contact us at 1-800-353-3116 or [buckrecall@seasonalspecialties.com](mailto:buckrecall@seasonalspecialties.com) for further assistance and replacement parts.

**Q. *Why are the lights on the head of the Buck flashing?***

**A.** This is an indication that you have the wires for the head of the Buck incorrectly connected. Follow the instructions in the repair kit to properly connect and mark the wires.