



333 Holtzman Road • Madison, WI 53713

Account #  
Customer Name  
Address  
City, State, Zip



ROYAL  
PRESTIGE®

## PRODUCT RECALL NOTIFICATION

### ROYAL PRESTIGE BRAND 9-PLY THERMAL WALL COOKWARE

Dear Valued Royal Prestige Customer,

Our records show that you purchased Royal Prestige Brand 9-Ply Thermal Wall Cookware pan(s) from one of our authorized independent business owner distributors. The pans were manufactured in Italy by Meyer Europe, SRL, and sold between 2004 and 2012.

It has come to our attention that water can get between the thermal walls which, when heated, can cause the interior of the pan to malfunction and suddenly collapse, crimp or severely deform, potentially causing a burn or fire hazard.

Accordingly, we are conducting a voluntary recall of the pans in cooperation with the U.S. Consumer Product Safety Commission. Your pans will be replaced at no charge to you and you will receive a supplemental credit voucher for the purchase of additional Royal Prestige product. You will not pay for shipping either to us or back to you.

PLEASE SEE THE ATTACHED FREQUENTLY ASKED QUESTIONS FOR INSTRUCTIONS ON HOW TO PARTICIPATE IN THE RECALL.

Royal Prestige appreciates your patronage and apologizes for any inconvenience this may cause.

Sincerely,

Royal Prestige,  
a Hy Cite Enterprises, LLC brand



## ROYAL PRESTIGE BRAND 9-PLY THERMAL WALL COOKWARE FREQUENTLY ASKED QUESTIONS

Q: Why is the company conducting a recall?

A: *We are conducting this recall to keep our customers safe and prevent injuries by removing problem products.*

Q: What product is covered in this recall?

A: *Royal Prestige brand 9-ply Thermal Wall pans. (Not covers).*

Q: How can I tell if my Royal Prestige brand pan is included in the recall?

A: *On the bottom of your Royal Prestige brand pan you will see BOTH the words "THERMAL WALL" AND "9-PLY". If BOTH words are on the pan bottom, the pan is part of the recall. See photo.*

Q: Are the pan covers or other Royal Prestige brand products part of the recall?

A: *No.*

Q: How can I take advantage of the recall?

A: *Bring your pans without covers or packaging to your nearest UPS Store and give the UPS Store associate the following return authorization number: **RA-HC2012DW**. The UPS Store associate will package the pans for you. You will not be charged for shipping either to us or back to you. To locate the nearest UPS Store, please contact UPS Customer Service at 1-800-742-5877 or go to [ups.com](http://ups.com).*

Q: Can I just bring the pans back to my Royal Prestige salesperson?

A: *No. You should return the pans using UPS as explained above.*

Q: What is the problem with the product?

A: *Water can get in between the walls of the pan and, when heated, the inside of the pan can malfunction and suddenly collapse, crimp or severely deform. This could cause the contents of the pan to spill or spatter on you, or someone close, or on the stove causing burns or a fire.*

Q: My Royal Prestige brand 9-ply Thermal Wall pans seem to be okay, can I continue to use them?

A: *No. Even though your product appears to be safe, we are asking all customers to immediately stop using the pans and participate in the recall by returning the pans to us for replacement, free of charge.*

Q: I no longer have a receipt for the pans, can I still return them?

A: *Yes, you can return the pans without the receipt.*

Q: Will I receive a refund for the product?

A: *No. This recall is limited to replacement, together with a supplemental credit voucher for additional Royal Prestige product.*

Q: How long will it take for me to receive the replacement?

A: *Please allow up to 4 weeks from the date we receive the pans back from you. We apologize for the inconvenience.*

Q: If I have any other questions, who do I call?

A: *Please call us toll free at 1-800-609-9577 from 8 a.m. to 9 p.m. CT Monday through Thursday, 8 a.m. to 5 p.m. CT Friday, and 8 a.m. to 12:00 p.m. CT Saturday and our customer service representatives will be happy to assist you.*

