

## **SIC – Master Plug**

### **Reactive line**

An Argos spokesperson said, "Customer safety is our highest priority. Due to a European compliance issue with the Master travel plug adapter, we are recalling this product in ROI and are working with customers to offer them a refund. We apologise for any inconvenience caused."

### **Q&A**

#### **I've seen that a product is being recalled, how do I return it?**

Please follow the information provided to you as part of the product recall or alternatively, contact us at [small.items@argos.ie](mailto:small.items@argos.ie) for small home delivery items (order numbers starting with 700) or at [order.enquiries@argos.ie](mailto:order.enquiries@argos.ie) or call us on 1800 535 091 where we will be happy to help you.

#### **How will I receive a refund if I paid cash in store?**

Please contact us by email at [small.items@argos.ie](mailto:small.items@argos.ie) for small home delivery items (order numbers starting with 700) or at [order.enquiries@argos.ie](mailto:order.enquiries@argos.ie) or call us on 1800 535 091 where we will be happy to help you.

#### **Can I return an item that I bought in the Republic of Ireland to a store in Northern Ireland?**

Items cannot be returned to stores in Northern Ireland.

#### **I've not received my refund yet, when will I?**

It may take up to 5 working days for your bank to process it into your account. PayPal refunds can take up to 30 days.

#### **Why is this product still available outside of ROI?**

The Master travel plug adaptor triple pack was found to be legally non-compliant against the European standard, but is compliant with the British standard.

#### **How do customers dispose of their products?**

Customers are advised to take the product to their local recycling centre or civic amenity site as it is classified as Waste electrical and electronic equipment (WEEE).

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