

Brookstone Big Blue Party™ Wireless Speaker Recall

Frequently Asked Questions

How do I participate in this recall?

Brookstone cannot issue refunds because it has filed for bankruptcy in the United States Bankruptcy Court for the District of Delaware (the “Bankruptcy Court”). You may file a proof of claim form, which may entitle you to receive a partial refund if Brookstone or the Bankruptcy Court determines that you have a valid claim related to this recall. You can find the proof of claim form and information on how to complete and submit it at <http://omningt.com/brookstonesubmitpoc/>.

Why are these speakers being recalled?

We are recalling these speakers to keep consumers safe and avoid the potential for property damage or personal injury.

What is the problem with these speakers?

Brookstone has received some reports of these speakers overheating, sparking, emitting smoke, and, in a few instances, starting a fire. The problem has been linked to the lithium-ion battery pack that is contained in the base of the speaker.

How can I tell if my speaker is being recalled?

This recall is limited to three different types of the “Big Blue Party™” wireless indoor/outdoor speaker. The SKUs that are being recalled are 849504 (Graphite), 318417 (360 with Chromecast), and 952645 (light grey). You can find the SKU listed on the bottom underside of your speaker.

Can I get a replacement speaker instead of a refund?

No. Brookstone filed for bankruptcy and cannot provide a replacement speaker. The remedy available is to file a proof of claim, which may entitle you to receive a partial refund if Brookstone or the Bankruptcy Court determines that you have a valid claim related to this recall.

Do I need my receipt to get a partial refund through the bankruptcy process?

If you choose to file a proof of claim in the Brookstone bankruptcy proceedings, you should attach evidence to show that you actually purchased the speaker. This could be in the form of a sales receipt, a gift receipt, an email purchase confirmation, relevant correspondence with customer care, or something else showing that you (or someone on your behalf) actually purchased the speaker. To the extent you do not provide evidence to support your proof of claim, you may not be entitled to a partial refund.

Will I receive a full refund through the bankruptcy process?

No. The exact amount of your refund is unclear at this time and will be determined as part of the Brookstone bankruptcy proceedings.

How are customers being notified of this recall?

The CPSC is issuing a press release to tell customers about this recall and will also publicize the recall on social media. Brookstone has sent emails to those customers for whom it has an email address. In addition, Brookstone has asked the other retailers who sold these speakers to help publicize this recall.

Can I return my speaker to the store where I bought it?

No. You should dispose of the speaker according to your state and local regulations that tell how to safely dispose of lithium-ion batteries.

Can I continue to use my speaker if it is not showing any signs of overheating?

No. Even though your speaker may appear to be safe, we are asking all customers to immediately stop using the speaker and participate in this recall by properly disposing of the product.

Can I use a different power supply/battery pack and continue using the speaker?

No. There is no alternate power supply available to be used with the speaker.

Can I just toss the speaker in the garbage?

No. Because the speaker uses a lithium-ion battery pack, which is located in the base of the speaker, you must dispose of the speaker, or at least the lithium-ion battery pack, in a safe manner. Check your state and local regulations for information on where and how to safely dispose of lithium-ion batteries in your area.

How long will it take to get my partial refund through the bankruptcy process?

Partial refunds will not be issued until the claims reconciliation process has been completed in the Brookstone bankruptcy proceedings. The timing is difficult to predict, but partial refunds may be made within the next 9 months.

Can I get a refund or replacement product from the place where I originally bought the speaker?

No. The remedy available to customers is a partial refund, if you submit a proof of claim form and Brookstone or the Bankruptcy Court determines that you have a valid claim related to this recall.