



U.S. Consumer Product Safety Commission – Fast Track Recall – Recall Alert

Recall Date: February 6, 2018

Recall Number: 18-722

Tiffany & Co. Recalls Crystal Mugs Due to Burn and Laceration Hazards (Recall Alert)

Recall Summary

Name of Product: Wheat Leaf Crystal Mugs

Hazard: The mugs can crack or break when used with or exposed to hot liquids, posing burn and laceration hazards.

Remedy: Refund

Consumers should immediately stop using the recalled mugs and contact Tiffany & Co. for a full refund plus a \$100 gift card. Consumers can return the mug for a refund and gift card through one of three options: 1) return the product to a local Tiffany & Co. store 2) return the mug using a pre-paid return shipping label provided by the firm or 3) contact Tiffany & Co. to dispatch a shipping carrier to the consumer's location to pick up the mug. If broken, do not attempt to return the mug. Carefully dispose of the glass and contact Tiffany & Co. for the refund and gift card. Tiffany is directly contacting consumers who purchased the recalled mugs.

Consumer Contact:

Tiffany & Co. at 800-843-3269 from 8 a.m. until midnight ET Monday through Friday, and 8 a.m. until 8 p.m. ET on weekends, or online at www.tiffany.com and click on Frequently Asked Questions for more information.

Recall Details

Units: About 3,300

Description:

The recall involves the 11 ounce Wheat Leaf crystal glass mugs. The mugs measure about 3.5 inches tall and 3 inches in diameter, with a handle. They are clear with a wheat leaf pattern

etched into the glass. The mugs have a blue sticker stating “TIFFANY & CO. Made in Slovenia. CRYSTAL GLASS.” “TIFFANY & CO. 13559” appears on the bottom of the mugs.

Incidents/Injuries: Tiffany & Co. has received six reports of the mug breaking when hot liquid was poured into it. No injuries have been reported.

Sold At: Tiffany & Co. stores, online at www.tiffany.com, in the Tiffany & Co. 2017 Home and Accessories catalog and through the “Tiffany For Business” sales channel in the U.S. from October 2017 through December 2017 for about \$60.

Importer: Tiffany and Company, of New York, N.Y.

Distributor: Tiffany and Company U.S. Sales, LLC., of New York, N.Y., doing business as TIFFANY & CO

Manufacturer: STEKLARNA ROGAŠKA D.D., of Slovenia

Manufactured in: Slovenia

Photos



Wheat Leaf Crystal Mug



This recall was conducted, voluntarily by the company, under CPSC’s Fast Track Recall process. Fast Track recalls are initiated by firms, who commit to work with CPSC to quickly announce the recall and remedy to protect consumers. [field_rc_fast_track](#)

About U.S. CPSC:

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of injury or death associated with the use of thousands of types of consumer products under the

agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$1 trillion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical or mechanical hazard. CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters and household chemicals – contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 40 years.

Federal law bars any person from selling products subject to a publicly-announced voluntary recall by a manufacturer or a mandatory recall ordered by the Commission.

For more lifesaving information, follow us on [Facebook](#), Instagram [@USCPSC](#) and Twitter [@USCPSC](#) or sign up to receive our [e-mail](#) alerts. To report a dangerous product or a product-related injury go online to [www.SaferProducts.gov](#) or call CPSC's Hotline at 800-638-2772 or teletypewriter at 301-595-7054 for the hearing impaired.

CPSC Consumer Information Hotline

Contact us at this toll-free number if you have questions about a recall:

800-638-2772 (TTY 301-595-7054)

Times: 8 a.m. – 5:30 p.m. ET; Messages can be left anytime

Call to get product safety and other agency information and to [report unsafe products](#).

Media Contact

Please use the phone numbers below for all media requests.

Phone: 301-504-7908

Spanish: 301-504-7800