



Product Safety Recall



Do you own this product?

TWO-TONE DEMM MUG

60292978-4075 SAPPHIRE

60292978-7689 BERMUDA

60292978- 569 LILAC

60292978-185 DARK OLIVE

Dates sold: 1ST November 2023 -
24th May 2024



Why the product is recalled: A safety hazard has been identified due to a manufacturing defect in some mugs, causing the mug to unexpectedly break when hot liquid is poured into the mug, resulting in the base separating from the body of the mug.

Hazard: This defect can pose significant risk, which can result in burns, lacerations, and scalding.



1. Stop using the mug immediately
2. Return the products to any Country Road store for a full refund or replacement mugs in a different design.
3. Contact us via email or phone if you are unable to return the product, or if you have sold or gifted it to another person.

Email: customerservice@countryroad.com.au



This recall is being conducted in cooperation with the Australian Competition and Consumer Commission (ACCC) to ensure consumer safety.

For any queries please contact us directly:

Email: customerservice@countryroad.com.au



Purchased from: www.countryroad.com.au, www.countryroad.co.nz and all Stores stocking the referenced products.

Purchased during: 1ST November 2023 until the 24TH May 2024.

See productsafety.gov.au for
Australian product recall information