



IMPORTANT SAFETY NOTICE



August 31, 2015

To Our Valued Partners:

We are writing to follow up on our August 10, 2015 stop-sale notice for **XO4 Stealth Headset** models TBS-2320-01 (US) and TBS-2320-03 (Canada).

As noted in our August 10 communication, we have identified units of the headset with spots of white discoloration on the ear-pads. Since Turtle Beach received the first few reports, we have worked diligently to investigate and address the potential issue, including engaging multiple laboratories to identify the substance. Recently, one of the laboratories confirmed the presence of mold on certain samples. Our investigation indicates that the potentially affected headset units were shipped to retailers over the past few months. While we have not received any reports of adverse effects, the mold may cause hay fever symptoms or other allergic reactions in some people.

Therefore, in an abundance of caution, we have notified the U.S. Consumer Product Safety Commission (CPSC), and are proposing to conduct a voluntary Fast-Track recall in cooperation with CPSC. Please be alert for additional updates from us concerning the corrective action plan, which we will send to you as soon as possible. To avoid confusion among consumers and help make the voluntary recall a success, please follow the instructions that we will provide in cooperation with CPSC to announce the recall.

In the meantime, we ask that you return to us, at our expense, any units that you have not yet returned. Copied below for your ease of reference are the return instructions contained in our August 10, 2015 letter.

Return Instructions for XO4 Stealth Units:

Return XO4 Stealth Units using RMA Number 508071. Turtle Beach will pay for shipping costs associated with returns.



*Return to: VTB Returns Processing
c/o CExchange, LLC
2727 Realty Road, Suite 100
Carrollton, TX 75006*

We apologize for any inconvenience and appreciate your cooperation. Please direct any questions you may have to your Turtle Beach sales representative.

Regards,

Yuka Yu
Senior Vice President, Global Sales

A handwritten signature in black ink, appearing to read "Yuka Yu", is positioned above the typed name and title.