

# AMAZON “ACTION REQUIRED-CUSTOMER ISSUE”

## Hamilton Beach Brands, Inc. Quality Analysis

**Date:** March 14, 2017

**Product:** Hamilton Beach 6 Qt Stainless Steel Programmable Slow Cooker with Clips

**Model:** 33967A

**ASIN:** B00EZI26DW

**UPCs:** 0 40094 92062 4

**Image of Product:**



**Customer Issue (provided by Amazon):**

“Our customers have reported receiving defective product for the item below.”

**Requested Information (provided by Amazon)**

1. Please confirm whether the units in your inventory are free from the above mentioned defect.
2. Whether customers have reported similar issues in the past and if yes, please provide us with the steps involved to prevent the issue in the future.
3. Please provide us with the contact number of your Customer Service Team/Quality Assurance Team/Technical Assistance Team.
4. Also provide us with the User Manual PDF Version) for reference and the page number that contains the troubleshooting and Installation Instructions.
5. Also confirm whether the UPC and Model Number are correct.

**HBB Response:**

1. We have inspected our inventory and confirmed it is defect-free.
2. No, this is not a known issue. We have no reports of receipt of defective product.
3. Customers can contact Hamilton Beach Consumer Affairs at 1-800-851-8900 or [customer.service@hamiltonbeach.com](mailto:customer.service@hamiltonbeach.com).
4. The Use & Care Manual is attached.



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5. We confirm UPC and Model Number are correct.