

BRANCH DIRECT VOLUNTARY RECALL NOTICE

Branch has initiated a voluntary recall for Ergonomic Chairs manufactured in Thailand between September 2025 and April 2026, in cooperation with the U.S. Consumer Product Safety Commission (CPSC). In some instances, one or more of the three backrest anchors connecting your chair's backrest to its mechanism may not have been properly installed, which can cause the backrest to detach from the chair, posing a fall hazard.

Branch's records indicate that you purchased an Ergonomic Chair that may potentially be affected by this recall. There is a simple way to confirm whether your chair is affected, and Branch is reaching out directly to all potentially impacted customers to help them check and to provide a free replacement backrest to those who are.

For your safety, please stop using the chair until you have followed the steps below to determine whether your chair is affected.



Is My Chair Affected?

Step 1: Check your chair's manufacturing date and Country of Origin

Carefully turn your chair over and locate the white sticker on the underside of the seat. Find the country of origin and the manufacturing date listed.

- **Country of Origin (COO) is Thailand**
 - If yes, please continue to the manufacturing date listed on the same label.
- **Manufacturing date is between September 2025 and April 2026** (*If you cannot find the manufacturing date on your product, please skip to Step 2.)
 - Please continue to Step 2.

Step 2: Access your chair backrest

To determine if your chair is affected, a partial disassembly of the **Backrest** is required.

Access your chair backrest

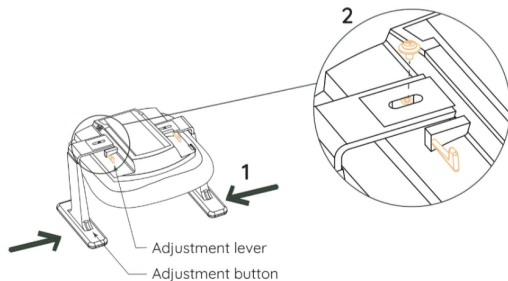
On a clean, flat surface, turn your chair upside down and locate the three Backrest Screws connecting the Backrest to the Mechanism. Using an Allen Key (5mm), remove the Backrest Screws (x3), spring washers, and flat washers to release the Backrest from the chair.

Note: Refer to the partial disassembly guide below. Armrest removal is optional.

Before disassembling your chair, place the chair upside down or leaning on its side on a clean/soft surface.

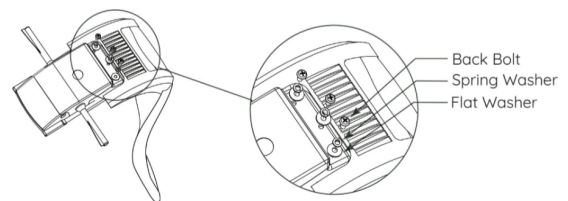
1) Remove the arms from the chair

- Using the provided allen key (5mm) loosen the single bolt on each left and right armrest.
- Once the screw and washer are removed, open the armrest lock lever to release the armrest.
- Pull both armrests off the chair seat



2) Remove the chair back

- With the chair leaning over to one side or upside down over a table, remove the three screws and washers that connect the back to the mechanism.



Step 3: Inspect the backrest anchors

Using the reference photos below, compare your backrest anchors to the images provided.

NOT AFFECTED - NO ACTION NEEDED

Three clean round edges along the exposed threads

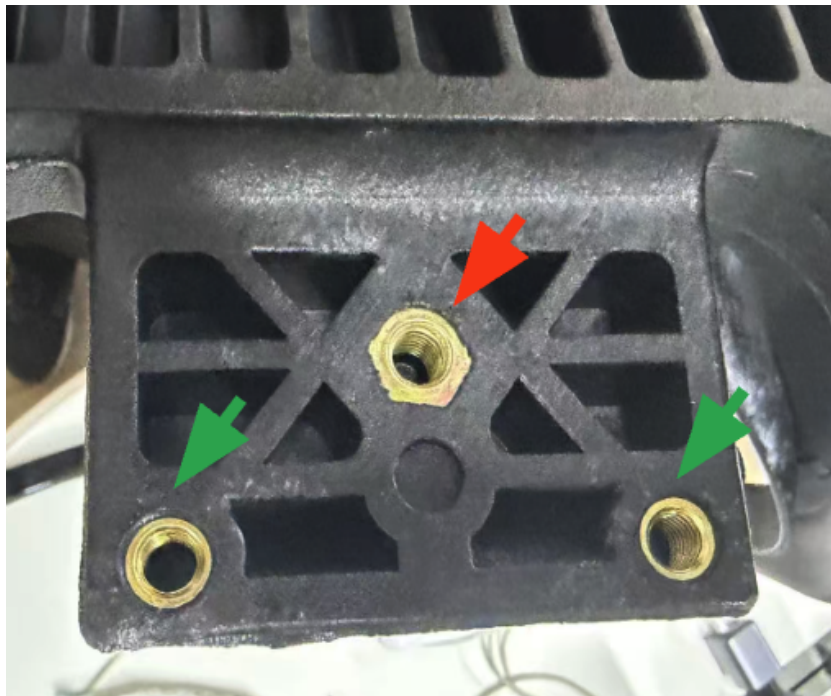


Please reassemble and enjoy your chair

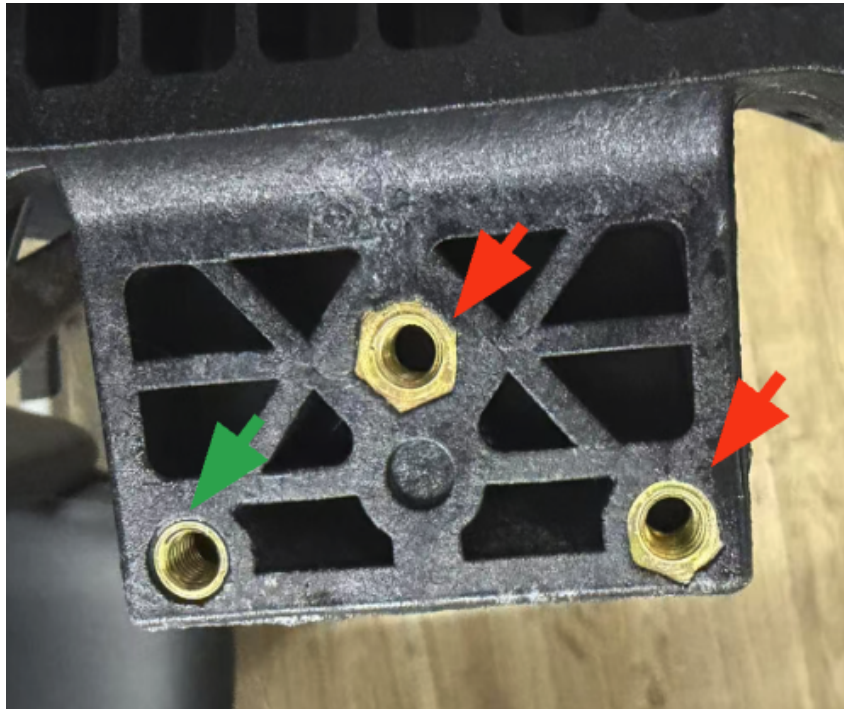
AFFECTED - RECALL REQUIRED

If any of the backrest anchors have a hexagonal shape your chair is included in the recall
Stop using your chair immediately.

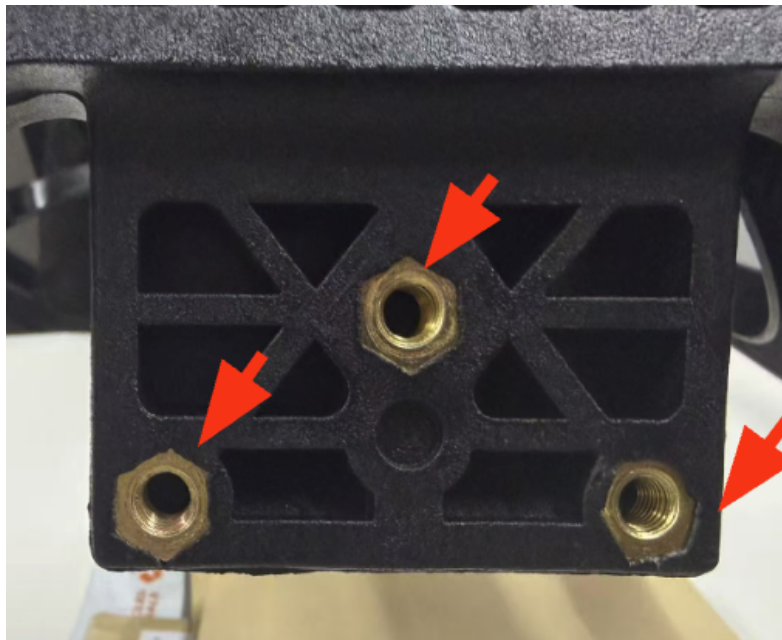
One Exposed Backrest Anchor



Two Exposed Backrest Anchors



Three Exposed Backrest Anchors



What will Branch do for you?

If your chair has **at least 1 exposed** hexagonal backrest anchor, Branch will send you a **free replacement backrest**. Installation is straightforward and takes just a few minutes.

Next steps:

If you believe your chair is affected, **please stop using it immediately**. Contact Branch and complete this [Registration Recall Form](#)

If you have any questions or are unsure, please contact Branch at customersupport@branchfurniture.com with pictures of your backrest anchor and Country of Origin (COO) label as identified above.

If you prefer a video support call please [schedule an appointment here](#) and Branch will call you to verify your chair condition.

After determining that your chair is affected, please cut the back fabric using a pair of scissors to render the chair unusable.

Branch will confirm eligibility and will ship your replacement backrest, typically within 1-2 business days.

Branch is committed to standing behind the quality of every product it ships. If you have questions or are unsure whether your chair is affected, please don't hesitate to reach out - our team is happy to help.