



Dear Valued HaPe Customers,

In response to recent and numerous toy recalls that suggest there's trouble in toyland, we want to reassure you of HaPe's commitment to the manufacturing of safe, quality toys.

We recognize the responsibility of producing a safe product for children. Since 1995 we have been producing HaPe toys in China using rigorous quality control principles adopted while manufacturing in Germany. Unlike other toy companies, we manage the entire toy manufacturing process from our wholly-owned Ningbo facility with HaPe employees thoroughly trained on process, quality and safety. With this formalized approach, we control design, production, testing and delivery of our robust range of award-winning toys to your store.

We are very quality-driven. In fact, we were one of the first two toy companies to receive below certifications:

ISO 9001 (Quality Management Certification)
ISO 14001 (Environmental Management Certification)
ICTI (Social Accountability -audit by the International Council of Toy Industries)

We source top-of-the-line materials from responsible suppliers around the world.

Birch plywood from Russia
Lacquer from Belgium
Beech wood and water stain from Germany.

We are continually striving to improve the products we create. To ensure a 100% safe product, all HaPe products undergo rigorous international safety tests and have passed all EN71 and the North American Safety Standard ASTM. All HaPe products made in China comply with North American regulations for safe use by children and do not contain lead paint or hazardous materials. In the rare occurrence when HaPe uses a sub contractor, we use SGS, a highly regarded independent lab, to perform safety and quality tests prior to every shipment and conduct unplanned spot checks.

We are very proud of our HaPe collection and want you to know you are welcome to come visit our production facilities anytime. We look forward to supplying you with quality toys for years to come.

Should you have any questions, please do not hesitate to contact our North American office by calling 1-800-661-4142.

Sincerely,

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Sincerely,

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