

How-To Books Recall Q&A

Q: Why are the How-To Books being recalled?

A: Oxmoor House is voluntarily recalling these nine books because they contain errors in the technical diagrams and wiring instructions. These errors could lead consumers to incorrectly install or repair electrical wiring, posing an electrical shock or fire hazard to consumers. This voluntary recall is being conducted in cooperation with the U.S. Consumer Product Safety Commission.

Q: How do I know if I have one of the recalled books?

A: Nine different titles are being recalled. Pictures of the books are available at www.sunsetrecall.com. The books ranged in cover price from about \$13 to about \$35, depending on title. To verify that you have one of the recalled books, look on the back of the book, near the barcode, for the printed ISBN number:

Title	Publication Date	ISBN (13-digit)	Sugg. Retail Price
<i>AmeriSpec Home Repair Handbook</i>	January 2006	978-0-376-00180-1	\$24.95
<i>Lowe's Complete Home Improvement and Repair</i>	September 2005 December 1999	978-0-376-00922-7 978-0-376-01098-8	\$34.95
<i>Lowe's Complete Home Wiring</i>	May 2008	978-0-376-00928-9	\$29.95
<i>Sunset Basic Home Repairs</i>	February 1995 January 1975	978-0-376-01581-5 978-0-376-01025-4	\$12.95
<i>Sunset Complete Home Wiring</i>	December 1999	978-0-376-01594-5	\$19.95
<i>Sunset Complete Patio Book</i>	January 2006 January 1998 April 1990	978-0-376-01411-5 978-0-376-01397-2 978-0-376-01399-6	\$19.95
<i>Sunset Home Repair Handbook</i>	October 1998 February 1985	978-0-376-01258-6 978-0-376-01256-2	\$19.95
<i>Sunset Water Gardens</i>	January 2004	978-0-376-03849-4	\$19.95
<i>Sunset You Can Build - Wiring</i>	January 2009	978-0-376-01596-9	\$24.95

Q: Has someone been hurt?

A: We are not aware of any incidents, injuries, or property damage associated with the how-to books. However, Oxmoor House is recalling the books to prevent the possibility of injury.

Q: How do I return the books?

A: Please provide your name, address, and the number of books you are returning. We will send you a prepaid mailing label that you can use to return the book(s). Be sure that you include your name and mailing address inside the mailer with the book(s). Please allow at least 4-6 weeks for delivery of the refund check.

Q: Can I continue to use the book instead of participating in the recall?

A: No. Please stop using the book and send it to us for a full refund.

Q: Is there a replacement book?

A: No. Please return the book to us for a full refund.

Q: I got the book free. May I still return it for a refund of the cover price?

A: Yes.

Q: I don't have a receipt for the book. May I still return it for a refund?

A: Yes.

Q: What if I purchased the book as a gift or gave it away?

A: If you know who has the book, please request that they call Oxmoor House at the number you called to participate in the voluntary recall.

Q: Can I just return the book to the store where I bought it?

A: In order to ensure that you receive a refund, please mail the book, along with your name and address, directly to Oxmoor House. Retailers have been asked to refer customers to Oxmoor House.

Q: I've already called this number, but I have not received my mailing label. What should I do?

A: Please provide your name to the customer service operator, and we'll check to be sure that we have your request. We apologize for any inconvenience.

Q: I sent in my book, but I've not received my refund check. What should I do?

A: Please allow at least 4-6 weeks for processing. If that time has already elapsed, please provide your name to the customer service operator, and we'll check to be sure that we have received the book. We apologize for the delay.

Q: I have additional questions about the books or the recall. What should I do?

A: Please let us know your questions and your contact information. We'd be happy to get the answers and return your call.