

**Rollerblade® USA**

Fury Recall Consumer FAQs



**The brake support for the rear brake of the inline skates can fracture or separate, which can reduce user stability, increasing the risk of a fall. Immediately stop using the skate and replace the brake support.**

**Questions:**

**What is the issue with the Fury inline skates?**

Rollerblade® USA, in cooperation with the Consumer Product Safety Commission (CPSC), is voluntarily recalling all Rollerblade® Fury Black/White and Fury G Black/Pink inline skates sold between May 27, 2020, through March 7, 2023. This voluntary recall also includes the Fury brake support, which was distributed as a service part.

Rollerblade® USA takes extraordinary pride in each product that is sold under the Rollerblade® brand and takes all reports of quality issues very seriously. The brake support for the rear brake of the inline skates can fracture or separate, which can reduce user stability, increasing the risk of a fall.

**Which skates are impacted?**

All Rollerblade® Fury Black/White and Fury G Black/Pink inline skates sold between May 27, 2020, through March 7, 2023. “Rollerblade” is printed on the frame of the skate, wheels, and the power strap. The SKU number (FURY B BKWH 07067000787 and FURY G BKPK 070671007Y9) is printed on the skate tongue label. This voluntary recall includes the Fury brake support (SKU 09303700001), which was distributed as a service part. No other Rollerblade skates are impacted.



**Has anyone been hurt?**

We have not identified any reports of injuries associated with the Fury inline skates or brake supports. However, please stop using these skates immediately and contact Rollerblade® to

register to receive a free replacement brake support, necessary hardware, and written instructions. Visit our website at <https://www.rollerblade.com/usa/en/fury-recall> to register.

### **What are my next steps?**

Please stop using these skates immediately and contact Rollerblade® to register to receive a free replacement brake support, necessary hardware, and written instructions. To register, or if you have any questions, call Rollerblade® USA at 866-734-5708 from 8:30 a.m. to 5:00 p.m. ET Monday through Friday, email at [ConsumerServicesUSA@rollerblade.com](mailto:ConsumerServicesUSA@rollerblade.com), or go online to <https://www.rollerblade.com/usa/en/fury-recall> or visit [www.rollerblade.com](http://www.rollerblade.com) and click on Fury Product Recall.

### **I don't know how to replace the brake. Can you help?**

Yes, we have written instructions <https://www.rollerblade.com/usa/en/fury-recall> and a video <https://youtu.be/h6KxvCNlibk> on Rollerblade.com that will show you how to remove the brake support and attach the new brake. In the normal course of maintaining your skates, you may have already done this process. Note, you will need two 4mm allen keys. We will send you two 4mm allen keys once you register on our website. To register to receive a free replacement brake support, necessary hardware, and written instructions, go online to Rollerblade.com and click on Fury Product Recall. If you have any questions, please call Rollerblade® USA at 866-734-5708 from 8:30 a.m. to 5:00 p.m. ET Monday through Friday or email us at [ConsumerServicesUSA@rollerblade.com](mailto:ConsumerServicesUSA@rollerblade.com).

### **I don't have allen keys. Do you have some?**

Yes, you will need two 4mm allen keys, which we will send to you. To register to receive a free replacement brake support, necessary hardware, and written instructions, go online to Rollerblade.com and click on Fury Product Recall. You may also call Rollerblade® USA at 866-734-5708 from 8:30 a.m. to 5:00 p.m. ET Monday through Friday or email us at [ConsumerServicesUSA@rollerblade.com](mailto:ConsumerServicesUSA@rollerblade.com).

### **What if I need more help?**

1. Go to Rollerblade.com for the written <https://www.rollerblade.com/usa/en/fury-recall> and video instruction <https://youtu.be/h6KxvCNlibk> on how to remove and replace the brake support.
2. Call Rollerblade® USA at 866-734-5708 from 8:30 a.m. to 5:00 p.m. ET Monday through Friday
3. Email Rollerblade® USA at [ConsumerServicesUSA@rollerblade.com](mailto:ConsumerServicesUSA@rollerblade.com).

### **I've tried everything, but I cannot remove / replace the brake support. What can I do?**

If for some reason, you cannot remove or replace the brake support, we will issue you a shipping label to send us the skates at no cost to you. We will remove and replace the brake support and return the skates to you free of charge.

### **Can I just get my money back or a refund?**

If you wish to return the skates for a credit, we will issue you a shipping label to send us the skates at no cost to you. Prior to sending a shipping label, please send us a proof of purchase and the receipt.

**Are there any other skates or products that are impacted by this recall?**

This voluntary recall is only for Fury inline skates and the brake support. No other Rollerblade skates are impacted.

**I have other Rollerblade® skates – how can I be sure these are not going to have the same issue?**

Rollerblade® USA takes extraordinary pride in each product that is sold under the Rollerblade® brand and takes all reports of quality issues very seriously which is why we are doing a voluntary recall. This is only for the Fury skates and brake support.