

**Age Determination:
Calico Critters – Yellow Labrador Twins
September 25, 2020**

**Carol Pollack-Nelson, Ph.D.
Independent Safety Consulting, LLC**

This analysis [REDACTED] were conducted at the request of Greg L. Biehler, with the firm Louis Brisbois located in Albuquerque, NM. I was asked to examine Calico Critters Yellow Labrador Twins toys and provide an age determination opinion.

I am a human factors psychologist, having worked in the field of consumer product safety since 1982. I received a doctorate in Industrial/Organizational Psychology in 1989. My area of specialization is Human Factors. From 1988 through 1993, I was employed by the U.S. Consumer Product Safety Commission (CPSC) in the Human Factors Division. While at the CPSC, I oversaw and formalized the protocol for conducting and documenting all age determinations. In this capacity, I conducted age determinations myself and also supervised age determinations conducted by other staff and contractors, testified on behalf of the Commission in litigation, and lectured on this topic to groups outside of the organization. Prior to and since leaving the CPSC, I trained CPSC staff who currently conduct age determinations.

Since 1994, I have been working independently as a human factors consultant. I have published in the field of Human Factors and presented my findings at professional and industry conferences. As a human factors psychologist, I provide consultation to all stakeholders in the field of consumer product design and safety including manufacturers, test laboratories, attorneys, consumer organizations, and the U.S. government.

My daily work entails conducting age determinations, and evaluating product designs, warnings and instructions with respect to anticipated consumer behavior. I have age graded thousands of toys and other children's articles for the CPSC and for manufacturers. I conducted research relating to age grading while at the CPSC and for various clients, including the CPSC, since leaving the agency. I conduct in-house training sessions for manufacturers and public age grading training sessions and symposia, often with my colleagues from the Consumer Product Safety Commission's Division of Human Factors. [REDACTED]

[REDACTED]. I occasionally testify as an expert witness in product safety-related litigation. [REDACTED]

[REDACTED]

[REDACTED]. I am being compensated at a rate of \$450.00 per hour.

I. Incident Description

On or about May 5, 2018, Richaline Dedios was shopping in a Walmart Store in Bernalillo, New Mexico. Her daughter and other family members accompanied her to the store. When passing through the toy section of the store, 2-year-old Dakotah Dedios “was drawn to” the Calico Critters Yellow Labrador Twins product and removed it from the shelf. (See Complaint, No. 23). The product was purchased and brought to the Dedios home.

On May 10, 2018, the Dedios family was eating dinner in front of the television. Mrs. Dedios was outside talking with her sister at the time of the incident. One of her children came outside and told her that Dakotah was choking. The decedent’s mother rushed inside and immediately attempted to dislodge food from her daughter’s mouth while the decedent’s father called 9-1-1. (See CPSC In-depth Investigation 180521CCC3870, p. 2). Mrs. Dedios pounded on her daughter’s back and Dakotah Dedios vomited food and a 2” long Cheeto from her mouth.

According to the CPSC’s In-depth Investigation, the Emergency Medical Responders were delayed approximately 15 minutes due to difficulty finding the residence. When EMS arrived, “they attempted unsuccessfully to dislodge the food from the decedent’s mouth.” Dakotah Dedios was transported by EMS to a major hospital located 64 miles away. She died that evening. According to the medical examiner’s report, the pacifier was located in the lower airway passage of the right bronchia before the bronchioles (lungs).

The pathologist who performed the autopsy was interviewed by the CPSC field investigator on May 22, 2018. The pathologist indicated that the cause of death was choking on the toy pacifier. She further stated “...this was an upper airway obstruction.” The pathologist mentioned that the pacifier might have been pushed (by mechanical means) into the airway in the process of the advanced lifesaving resuscitation efforts with an endotracheal tube (a catheter that is inserted into the trachea to maintain an airway to the lungs).

II. Product Description

The subject product is Epoch’s Calico Critters “Yellow Labrador Twins” manufactured by International Playthings. This toy set includes two figures – a boy and girl Labrador, and two accessories – a baby bottle and pacifier. [REDACTED]



Figure 1. Yellow Labrador Twins with pacifier and bottle (out of package)

The girl Labrador, in a seated position, measures 1.44" x 1.14" x .95". The animal is wearing a removable pink cloth and lace romper. The romper attaches to the figure by a piece of elastic that goes around the figure's neck and Velcro. The figure's head can spin; its arms and legs are not articulated.

The boy Labrador is in a crawling position and measures 1.73" x 1.29" x 1.00". The animal is wearing a removable pair of blue cloth and lace shorts. The shorts can be pulled off and placed on the figure by inserting the figure's feet (approximately .15" x .23") into openings (about .40") in the cloth.

The Yellow Labrador Twins toy includes a small baby bottle. The bottle is about .76" long x .31" diameter. The nipple measures about .08" diameter and fits into a tiny hole in the figures' mouths. The pacifier measures about .37" x .38" and is an irregular shape. The nipple end measures .08" and fits into the tiny mouth openings in the figures.

The product package measures about 4" x 3.95" and has an opening in the header for the purpose of hanging. The small parts warning, measuring 1.45" x .50", is found on the header front, below the opening. The warning states: **WARNING: CHOKING HAZARD – Small parts. Not for children under 3 years.** There is a clear plastic window on the front of the packaging and the components inside the package are visible. In the bottom left corner of the front panel, it says: 3+. (See Figure 2). The back of the Yellow Labrador Twins box shows a picture of a bunny figure with a map of the Calico Village in the background and information about Calico Village. (See Figure 3). It also says "Visit us at www.calicocritters.com" and states that the product "Conforms to ASTM F963."



Figure 2. Front of Package



Figure 3. Back of Package

The bottom of the package provides a description of each of the Labrador twins including their interests and behaviors:

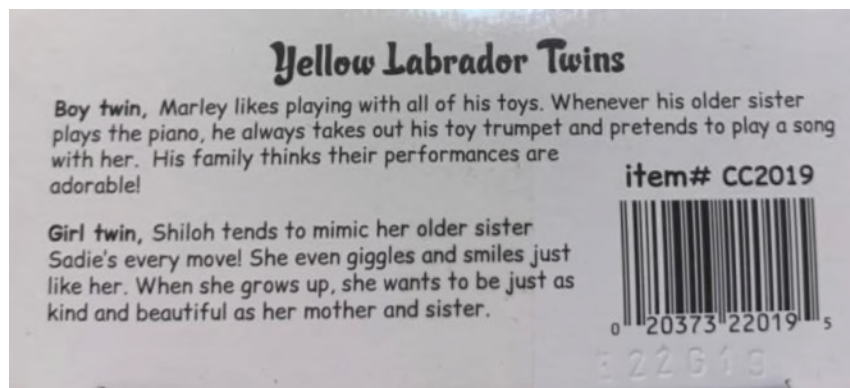


Figure 4. Bottom of Yellow Labrador Twins box

This toy play set, with the bottle and pacifier, is no longer offered by sale from the manufacturer. A similar product is for sale which includes the twins and a ride-on toy.

III. Document Review

██████████ I examined an exemplar product, Yellow Labrador Twins with bottle and pacifier. In addition, the following case-specific documents were reviewed:

1. Plaintiff's Complaint for Wrongful Death, 8/16/2019
2. Plaintiff's Response to Defendant's First Set of Interrogatories, 2/10/2020
3. CPSC In-depth Investigation 180521CCC3870 conducted on May 22, 2018 as follow-up to a MECAP (Medical Examiners and Coroner's Alert Project) report.
4. Marketing and Advertising materials for Calico Critters products. (See photo excerpts in Attachment 3).
 - * Insight Kids The Calico Critters Story, Aug 2017
 - * 2013 – Astra Edition – Special Show
 - * 2013 – Big Book Ad – Toys R Us
 - * 2013 – IPL Annual Catalog
 - * 2013 – Toy Fair Edition – Postcard
 - * 2013 – Calendar TR Geoffrey's Birthday Giveaway
 - * Copy of Calico Critters 2015 Data Tables
 - * Copy of Post BTS US
 - * 01 ISG Calico Critters Completes with Open Ends (Excel)
 - * 2017 Consumer Survey Questions
 - * E 181207 US UK DE Customer Profile Q report
 - * General Media 170918 Calico Critters Digital Strategies
 - * Insight – Calico Critters – Respondent Level (Excel)
 - * Insight – Calico Critters AU Report Revised 8.4.17
 - * Insight – Calico Critters AU Report Revised 8.4.17
 - * Insight – Calico Critters Kids Loop (Excel)
 - * Insight – Calico Critters Parent Loop (Excel)
 - * Post BTS US
 - * 170918 Calico Critters Digital Strategies
 - * E 181207 UK DE Customer Profile Q report
 - * Post BTS USQuick Report – 2018 – Ages 4-11

In addition to the case-specific materials that were provided to me, I also reviewed the following:

5. Market review of figures and animals with flocking, pacifier, bottle, and removable clothing. ██████████
██████████
6. Variety of Calico Twin Sets with pacifier and bottle. (██████████)
6. Online consumer reviews for Calico Critters twin sets with bottle and pacifier. ██████████
7. The CPSC's Age Determination Guidelines: Relating Children's Ages to Toy Characteristics and Play Behavior, September 2002.
8. Various Calico Critter toy samples.

■ [REDACTED]

[REDACTED]

[REDACTED]

■ [REDACTED]

■ [REDACTED]

[REDACTED]

■ [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

1. [REDACTED]

A warning on the header of the product package states that the product is not intended for children under 3 years due to the choking hazard and the presence of small parts. Additionally, in the bottom left corner of the package primary display (front) panel, the 3+ age grade is circled. (See Figures 5a and 5b). The small parts warning on the header is distinctive, conspicuous, and easily noticed due to its placement, size, and color contrast with the background. Notably, the warning takes up a large amount of space on the header; the warning measures 1.44" wide x .54" tall and the header is 2.49" wide x 1.93" tall. There are no other pictures or text near the warning to visually distract from it. The dark red color of the warning contributes to its conspicuousness.

The warning text is easy to read due to font size and the color contrast between the light-colored lettering and dark background, as well as the absence of distractor text and images. The signal word, **WARNING**, is preceded by the safety alert symbol, and is presented in upper case, sans serif, bold lettering, and 12-point font size. These features are consistent with ANSI Z535.4 (2011). The words CHOKING HAZARD are also presented in upper case, sans serif lettering, and in 10-point font. The font size of the words WARNING and CHOKING HAZARD are larger than the size of all other text found on the package (with the exception of product, brand name, and website link). This includes all text written on the back and bottom of the package. The rest of the warning text: "Small parts. Not for children under 3 years" is presented in upper- and lower-case lettering, 8-point font. The 8-point font size is consistent with ANSI Z535.4. (See Annex, Table B1) which advises that 8-point font is the recommended letter height under favorable reading conditions, when viewing within 1 foot.



Figure 5a. Header with Small Parts Warning



Figure 5b. "3+" in bottom left corner

According to the Plaintiff's complaint, the manufacturer's website previously included information about the ages of children who can use Calico Critters in response to an FAQ:

I want to buy my child Calico Critters. How old should she be to play with them?"

Answer: Calico Critters have small parts so should only be given to children under 2 years with adult supervision. Three year old is the best age to introduce Calico to your child, but maybe don't buy the sets with very small accessories. The great thing about Calico Critters is that little children from 3 like them! Whether play with the critters and furniture or collecting, they're sure to be a hit.

The manufacturer's FAQ response is consistent with the warning on the front of the product package in that it states that the intended users of the product are children ages 3 and older (i.e., "from 3"). This FAQ also explains that there are small parts, so for this reason, younger children should only use the toys with adult supervision and small components should be removed. The FAQ also explains that the reason children 3 and older like Calico Critters is because they enjoy playing with the critters and furniture or collecting. As discussed below, small-sized figures, furniture, and other accessories are fun, interesting, and appropriately challenging for children 3 years and older, but difficult for younger children to use independently. Children younger than 3 years prefer and, in some cases, require, larger, chunkier play scene figures, accessories, furniture, etc. in order to successfully manipulate the components. As the FAQ notes, collecting is another reason children enjoy Calico Critters; collecting is not of interest to children younger than 3 years but it is an important utility, for older children and adults. [REDACTED]

The statement about supervised use by children younger than 3 years has since been removed from the website. This FAQ statement addresses a question commonly posed by consumers about whether or not a toy can be given to children younger than the [REDACTED] age stated on the package. In fact, consumers are sometimes inclined to give toys intended for ages 3 years and older to younger children for various

reasons; e.g., they think their child is advanced or that their child will enjoy the toy. While this guidance is on point, toy companies are often reluctant to provide this type of guidance to consumers due to concerns that it might influence a consumer to purchase the toy for a child younger than 3 years. However, this did not occur in this case as Mrs. Dedios testified that she never looked up information about Calico Critters online (p. 33) and therefore, would not have seen this FAQ. Further, she testified that she saw the 3+ age grade on the product package (p. 34). Despite seeing the age grade, Mrs. Dedios said she was not concerned about the age appropriateness of the toy because she intended to supervise her child's use of the toy. She testified, "Whenever she played with toys, she would always play where there was someone. We never left her alone" (p. 34).

[REDACTED]

To learn how products with attributes similar to Calico Critters Yellow Labrador Twins are age graded, a search was conducted of Google.com and Amazon.com for figures with "flocking", "bottle", "pacifier", and "removable clothes". The results of this research are presented [REDACTED] and summarized [REDACTED]

- Figures with "flocked" exterior – Calico Critters are small, hard-bodied figures with a flocked exterior. An online search was conducted for other hard-bodied figures and animals with flocking. All of products found through this search are age graded for 3 years and older. This includes "Lil Woodzeez", Melissa and Doug Safari Sidekicks, My Little Pony and various other figures [REDACTED]. The flocked figures represent various animals and animal families. The figures range in size from about 1" to 3" for current productions. A vintage My Little Pony figure is approximately 5 ¼" tall. Flocked figures are sold alone (i.e., with figures only) or with accessories and play sets. In some cases, the toy includes only one or two figures; other sets include more. Through this search, we did not locate flocked animal figures that are age graded for children younger than 3 years. We found one commercially-sold toy (sold in batches of 50 units or more) that the website states is for 2+. However, no packaging was visible to verify the age grade; size information is also not known. *In the consumer retail market, the presence of flocking on a small, hard-bodied figure is associated with toys that are age graded for children ages 3 and older, not toys for children younger than 3 years.*
- Figures with bottle and pacifier – Yellow Labrador Twins come with a small pacifier and bottle. An online search was conducted for other figures with a bottle and/or pacifier. Through this search, we located products both for children younger than 3 years and those ages 3 years and older that include a bottle and/or pacifier. One of the features distinguishing toys for younger vs older children is the size of the accessories. Bottles and pacifiers included with toys intended for children younger than 3 years are not only larger than the small parts test fixture, but are typically *much larger* than the text fixture and, therefore, allow for easy grasping and positioning. This can be seen in the bottle and pacifiers included with Baby Kadoozie, Baby Stella, the Melissa and Doug "Jenna" baby doll, and the Fisher-Price doll set. Using these accessories does not require refined fine motor skills. In contrast, bottles and pacifiers included with toys intended for children ages 3 and older are not only smaller than the small parts test fixture, but they are often *much smaller* than the test fixture and *do require* refined fine motor skills. This is seen in the small-sized bottle included with

Little Live Bizzy Bubs, Blume Baby Pop, and Barbie Skipper, and the small-sized pacifier included with Cry Babies Magic Tears and Little Live Bizzy Bubs. *Caretaking accessories are found with toy figures and dolls intended for children both younger than 3 years and children ages 3 years and older, but they differ in component size, graspability, and overall ease of use. Small-sized bottle and pacifier accessories are in toys age graded for children ages 3 years and older.*

- Figures with removable clothing – Yellow Labrador Twins come with tiny removable clothing with lace detail. An online search was conducted for other figures with removable clothing. Through this search, we identified figures/dolls [REDACTED] [REDACTED] that have removable clothing. The key feature distinguishing such toys for younger vs older children is the size of the figure and, therefore, the size of the clothing. [REDACTED] [REDACTED] [REDACTED] Larger clothing with large openings and easy (or no) closure mechanisms, along with the flexibility of a plush doll, facilitates dressing and undressing. Also, larger dolls can be laid down (e.g., on the floor, table, bed) in order to stabilize them, allowing children to use both hands for the dressing/undressing task. Removing and replacing clothing on small, rigid-bodied figures requires the child to hold the figure in one hand and manipulate the clothing with the other. This is much more difficult and, for this reason small-sized, rigid figures with removable clothing [REDACTED] [REDACTED]. *Removable clothing is found on toy figures and dolls intended for children both younger and older than 3 years of age, but they differ in size and ease of use.*

2. *Marketing, Display, Promotion, Advertising –*

[REDACTED]
[REDACTED]
[REDACTED]

To learn the age for which the Yellow Labrador Twins with the pacifier and bottle are marketed and promoted, the following materials were reviewed: (a) product packaging; (b) the in-store display where the product was purchased; (c) manufacturer's website; (d) retailer websites; (e) advertising, circulars, and other print or online materials about the products; (f) YouTube videos; and (g) market research investigating user ages.

- (a) Packaging – [REDACTED] [REDACTED]. Additionally, through the transparent plastic on the front of the package, consumers can visually confirm that, indeed, there are small parts inside the box. Consumers can easily view the two figures. They can also partially view the small bottle and pacifier. The small-sized accessories are consistent [REDACTED] choking warning about small parts and the choking hazard to children younger than 3 years.

As discussed above, the bottom of the box describes the personalities and interests of each of the twins. Providing identities for the figures is intended to facilitate play scene involvement and enjoyment. The back of the package shows a bunny animal figure standing in front of a map which shows the village or community in the background and a description of Calico Village where the Calico Critters animals live:

Calico Critters is a unique and adorable range of distinctive animal characters with charming and beautifully detailed homes, furniture and accessories. They live, work and play in an idyllic and wonderful place called Calico Village.

This information on the back of the product package conveys to the consumer that there is a range of figures, play sets, and accessories in the product line. Clicking on the website link, also found on the back of the package, reveals the full line of figures, play sets, and accessories. This, along with the in-store display (discussed below) showing a variety of figures and play scenes, supports the collectability and expandability of one's collection. In other words, from information on the product box, online, and the retail display consumers learn that there is an entire village of animal families and accessories that can be purchased so that the child can create and build their own Calico Critters town. As discussed later in this report, collecting – and an interest in collectibles - is an interest and hobby that emerges at around 3 years and strengthens as children grow older and learn to appreciate the value of having an expanded or complete set of objects in a given toy line.

- (b) In-store display – Photos taken by Mr. Biehler show the Calico display in the Wal-Mart store in Bernalillo, New Mexico, where Mrs. Dedios purchased the subject product. ([REDACTED]). Note that these photos were taken in July 2020, so it is possible that the display is different from how it appeared at the time when Mrs. Dedios purchased the subject toy.

From these photos, it appears that Calico Critters toys are positioned in a section of the store with other figures and play sets [REDACTED]. The photos below show four shelves with Calico products including various families and a large Gift Set on the bottom shelf. To the left of the Calico figures, are Spirit horse toys [REDACTED]. To the right of these toys, on the top shelf, are Boxy Babies toys [REDACTED]. To the right of the Calico Critters Gift Set on the bottom shelf, there are Troll dolls, which are also [REDACTED].

Another example of an in-store display is found in CPSC IDI 180521CCC3870, Photograph 12. This photograph shows a shelving display with a variety of figures and play scenes available at this particular store. This type of display fosters collectability and expansion of a child's collection.





Figures 6a – 6c. Calico display at Wal-Mart store in Bernalillo, NM

(c) Manufacturer's website –

Consumers can purchase Yellow Labrador Twins (with the ride-on toy) and other Calico Critters on the manufacturer's website, <https://shop.epocheverlastingplay.com/c/calico-critters>. Clicking on any particular product opens up a webpage with a picture of the item and information, including the [REDACTED] 3+.

The manufacturer's website provides a brief history of Calico Critters and explains the theme and collectability of these toys.

Calico Critters is a line of miniature animal figures, with homes, furniture and accessories. The animal figures are unique because they are made of a special flocked material that gives them an endearing quality. They were introduced in Japan in 1985 and are distributed worldwide. Calico Critters are sold as families, with Mothers and Fathers, sisters, brothers and babies. The homes and furniture are quite life-like and have incredible detail. The Critters live in the community of Calico Village. All the citizens in Calico Village have hobbies and jobs. The underlying theme is giving, friendship and happiness. Calico Critters are wholesome, never trendy. Calico Critters of Calico Village are timeless, classic toys that delight children and promote wholesome family values. These award-winning miniature animals and

their life-like environments have inspired the imagination and creativity of countless children all over the world.

On the website, separate tabs are provided to search the following toy categories: Twins, Families, Gift Sets, Nursery, Town Series, Furniture, Homes and Environments, Ready to Play, Triplets, and Vehicles. Below is a brief description of each and examples of toys from each category. As seen on the website, across the variety of figures, play scenes, and clothing, the product line is marketed as collectibles. In some cases, products are sold as “blind bag” toys. Blind bags have a lot of appeal for children interested in collectible toys as they do not know which particular item (e.g., figure and/or accessory) they will receive until the toy is opened (i.e., the big reveal) and whether or not it is a duplicate or will add to/complete their collection. For example, baseball cards are a type of “blind bag” toy.

- **Twins** – The Calico Critters website has 10 different sets of twin animals - Yellow Labrador Twins, Hopscotch Rabbit Twins, Ellwoods Elephant Twins, Pickleweeds Hedgehog Twins, Toy Poodle Twins, Persian Cat Twins, Hazelnut Chipmunk Twins, Hamster Twins, Wilder Panda Twins, and Cuddle Bear Twins. (See Attachment 5). Some other twin sets were found online. “Twin” sets currently shown on the website come with a small “ride-on toy”.

The online description of Yellow Labrador Twins explains that twin sets include two baby figures, along with accessories. A Labrador family is also sold on the website: “Collect the whole Yellow Labrador family with CC2018, set sold separately and includes 4 figures.” A description of the Twin figures’ personalities and interests is provided. The bulleted description states that the toy is intended for ages 3 years and older. Additionally, the small parts warning label, advising that the toy is intended for ages 3 and older due to small parts that can present a choking hazard, is also present on this page.

The picture and description of Yellow Labrador Twins found on the website is shown in Figure 7.



Calico Critters miniature dollhouses, playsets and figures are timeless and classic high-quality toys. The Yellow Labrador Twins set includes two poseable baby figures, Marley and Shiloh, along with accessories. Collect the whole Yellow Labrador family with CC2018, set sold separately and includes 4 figures. Boy twin, Marley likes playing with all of his toys. When-

ever his older sister plays the piano, he always takes out his toy trumpet and pretends to play a song with her. His family thinks their performances are adorable! Girl twin, Shiloh tends to mimic her older sister Sadie's every move! She even giggles and smiles just like her. When she grows up, she wants to be just as kind and beautiful as her mother and sister.

- Includes two poseable baby figures with removeable clothing and accessories. Styles may vary.
- Baby figures include boy twin Marley and girl twin Shiloh, posed in sitting and crawling positions.
- Boy twin, Marley likes playing with all of his toys. Girl twin, Shiloh tends to mimic her older sister Sadie's every move! She even giggles and smiles just like her.
- Play together with CC2018 Yellow Labrador Family, which includes Mother, Father, sister and Brother figures.
- Recommended for girls and boys ages 3 and above.



Figure 7. Yellow Labrador Twins with ride-on vehicle

- Families – There are 23 different families, each representing a different animal (e.g., Yellow Labrador Family, Red Panda Family, Silk Cat Family, etc.). Below is a picture of the Labrador Family.



Figure 8. Yellow Labrador Family

- Gift Sets – There are three gift sets available. Gift sets are play scenes that include posable Critters and various accessories related to that play scene. For example, the Adventure Tree House Gift Set includes over 65 components including tiny accessories, a “Baby Slide Set”, “Children’s Play Set” sundeck, slide, tree stem for pulley, ladders, etc.



Figure 9. Adventure Tree House Gift Set

- Nursery – A number of “Nursery” or baby Critter products are available. Some are blind bags with various baby Critters; others are play scene items that are used by baby Critters. For example, the Baby Ferris Wheel which can seat up to 3 babies and includes a Toy Poodle Baby figure. The Ferris wheel is constructed from 11 pieces and is assembled by the child. The Ferris wheel can be used alone or built onto the Baby Castle Nursery.



Figure 10. Baby Ferris Wheel

- Town Series – there are 34 items in the Town Series. These include shops in town, Critters who work or walk around the town, and clothing for Critters. The clothing is highly detailed, Victorian-style garments. In many cases, the figures are referred to as “collectibles” and/or consumers are encouraged to “collect” them all. Below are examples of figures, accessories, play scenes, and clothing from the Town Series.





Figures 11 a-e Town Series Figures, Accessories, Playsets, and Clothing

- **Blind Bag** – Some collections are sold as a “Blind Bag” meaning that the child does not know the identity of one of the figures. For example, below is a Blind Bag Baby Camping series. This play set comes with nine figures, each with a small camping accessory. One of the figures is a “secret”.



Figure 12. Blind Bag Baby Camping series

- Furniture – There are 18 playsets with furniture and household items on the website. These include Kitchen Counter Set, Baby & Nursery, Vacuum Cleaner, etc. Below are pictures of the Dining Room Set which comes with 20 pieces, and the Breakfast Play Set which has 20 pieces. The Breakfast Set includes tiny food items (bananas, toast, etc) and tiny accessories.



Figure 13. Furniture and Accessories

- Homes & Environments – There are 7 Homes and Environments including the Adventure Tree House (above) and the Pizzeria (below) which includes over 30 pieces, many of which are very small.



Figure 14. Village Pizzeria

- Ready to Play – There are 8 Ready to Play play scenes. The School Music Set below includes a figure, piano, and 12 other pieces.



Figure 15. School Music Set

- Triplets – There are 4 sets of Triplets on the website. Each has a distinctive personality which is described on the website and packaging.



Figure 16. Triplets

- Vehicles – There are 4 vehicle play scenes including the Family Camper, shown below, which comes with over 40 pieces.



Figure 17. Caravan Family Camper

(d) Retailer website –To learn how retailers age grade Calico Critters Yellow Labrador Twins with bottle and pacifier, a Google search of the following terms was conducted: Calico Critters Yellow Labrador Twins Pacifier Bottle. (Search dates: August 3 and 7, 2020). [REDACTED] In many cases, the seller’s webpage includes a picture of the product box with the small parts warning label and 3+ [REDACTED] clearly visible. The findings for each website are shared below:

- **Wal-Mart.com** – The Wal-Mart.com website has three listings – two are “Marketplace Sellers” and one is a listing by Wal-Mart.com.

Marketplace Sellers -

Two “marketplace sellers” on Walmart.com - Breezes and DropAir² - offer the Calico Critter Yellow Labrador Twins.

- The Yellow Labrador Twin figures appear similar to the subject product involved in this case; however, there are some differences - the figures are wearing garments that appear to have tie attachments. Also, only the bottle accessory is shown, not the pacifier. (See webpages for these vendors in Figures 18 and 19).
- The product sold by Breezes shows the product box with the conspicuous small parts warning on the header and “3+” on the bottom left of the package front.

² <https://www.walmart.com/ip/Yellow-Labrador-Twins-Includes-babies-Fluffy-and-Ivory-By-Calico-Critters/283862800>
<https://www.walmart.com/ip/calico-critters-yellow-labrador-twins/511415247>

- The product sold by DropAir does not show the product box and does not provide an age grade.
- Both webpages show a disclaimer stating that product packaging may contain additional information on the product. See disclaimer in Figure 20.

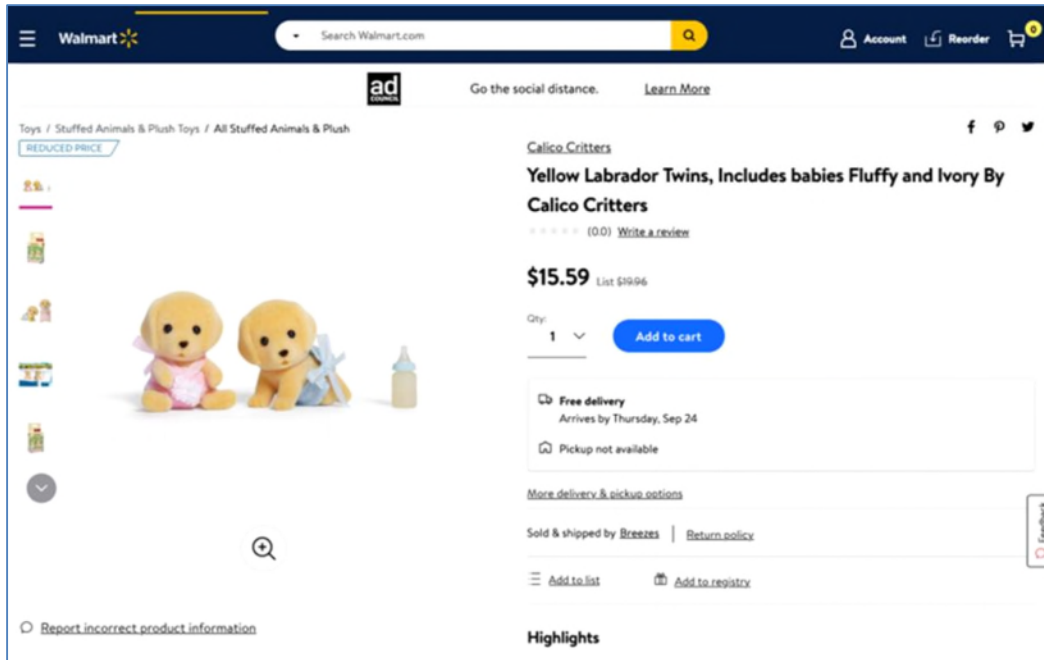


Figure 18. Breezes - Yellow Labrador Twins with bottle (only)

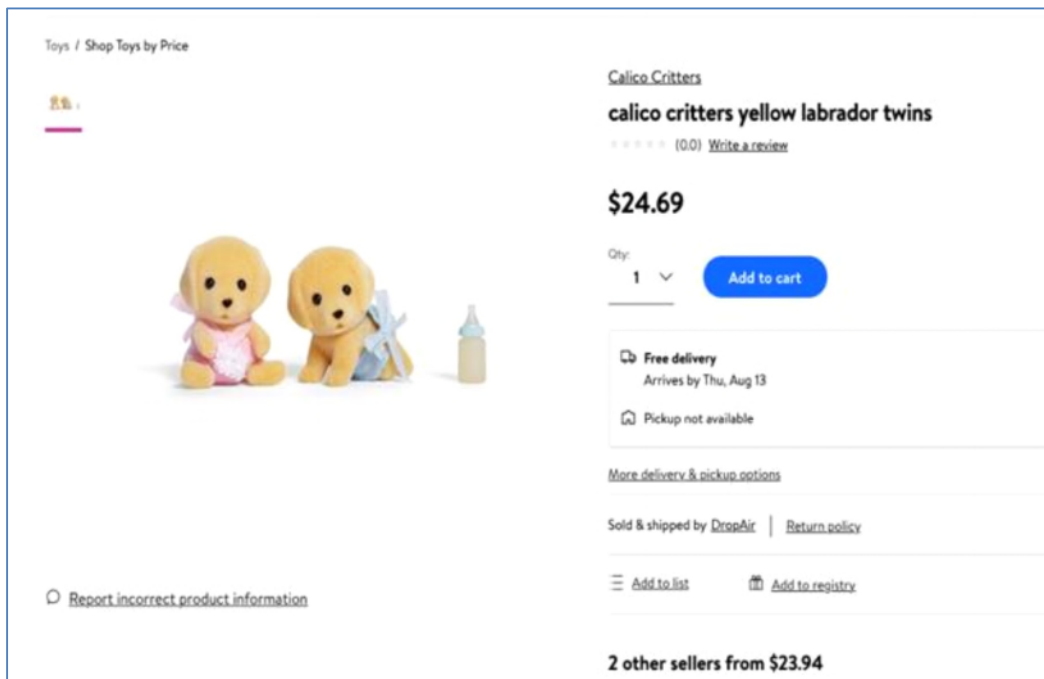


Figure 19. DropAir - Yellow Labrador Twins with bottle (only)

Legal Disclaimer

Product packaging and material may contain more and/or different information from the website, including the product description, country of origin, nutrition, ingredient, allergen and other information. Always read labels, warnings, and directions and other information provided with the product before using or consuming a product. Information and statements regarding dietary supplements have not been evaluated by the Food and Drug Administration and are not intended to diagnose, treat, cure, or prevent any disease or health condition. Electronic devices may be subject to the Federal Communications Commission's testing, equipment authorization, and device marking and labeling requirements. For additional information about a product, please contact the manufacturer.

Figure 20. Legal Disclaimer

Walmart.com -

There is also a Walmart sponsored page selling Calico Critters.³

- On opening this webpage, the consumer sees two photos:
 - (1) Yellow Labrador Twin figures out of the box - The figures shown in this picture differ from the subject product involved in this case in that the figures are wearing garments that appear to have tie attachments. Also, only the bottle is shown (the pacifier is not).
 - (2) The box containing the Yellow Labrador Twin figures, bottle, and pacifier - The figures, their clothing, and the bottle and pacifier seen in this picture are consistent with the subject product.
- The product box seen on this website clearly shows the small parts warning on the header and 3+ [REDACTED] on principal display panel. [REDACTED] Further, consumers can roll over these photos using the magnifying tool for a zoomed in view of the figures, the product box including the warning and age grade, and contents. The baby bottle and pacifier are partially visible.
- Scrolling down on this webpage, one finds information about the product with the title: "About This Item." Immediately below this title, the small parts warning and 3+ [REDACTED] is prominently displayed. [REDACTED] the small parts warning is presented as a banner that extends (left to right) across the entire computer screen.
- Below this section (About this Item), there is a section entitled "Product Specifications". [REDACTED] All of the information provided in Specifications is incorrect and does not pertain to this product. This includes: (a) Age = 2 years; (b) Weight = .9 lbs; and (c) Product dimensions = 8" x 8" x 6". In fact, the [REDACTED] on the product and in the About

³ <https://www.walmart.com/ip/Calico-Critters-Yellow-Labrador-Twins/37463070>

this Item section of the website correctly identify the age grade as 3+. The product with figures and pacifier and bottle weighs just over 1 ounce. And the dimensions of the box are: 5.8" x 3.0" x 1.40".



Figure 21a. Walmart.com - Figures with bottle (only)



Figure 21b. Walmart.com - Product box with warning and 3+ age grade

About This Item

Warning - Choking Hazard - Children Under 3

This toy is not suitable for ages under 3 years. It contains one or more of the following items marbles; small ball; or small parts.

We aim to show you accurate product information. Manufacturers, suppliers and others provide what you see here, and we have not verified it. [See our disclaimer](#)

Children will have countless hours of imaginative fun with the Calico Critters Yellow Labrador Twins. These adorable puppies come with handmade outfits and have movable legs and a turning head. The figure toy set comes with a male and female dog. Marley loves playing in the baby pool with his twin sister. They like going down the slide and make a big splash into the water. Shiloh loves being the center of attention and getting her picture taken.

Calico Critters Yellow Labrador Twins:

- 2 cute Labrador twin figures
- Made from flocked plastic
- Age range: 3 years and up
- WARNING: CHOKING HAZARD, small parts, not for children under 3 years
- Plastic figures are poseable
- Moving legs and turning head
- Handmade outfits

Figure 22. Walmart.com - "About This Item"

Specifications	
Brand	Calico Critters
Age Range	2 years
Manufacturer	Epoch
Assembled Product Weight	0.9 lbs
Assembled Product Dimensions (L x W x H)	8.00 x 8.00 x 6.00 Inches

Figure 23. Walmart.com - "Specifications"

Wal-Mart.com's website clearly displays the small parts warning and 3+ age grade in photographs of the product box. This is the information the consumer is most likely to see since it is present at the top of the website, immediately upon opening the webpage. As is the case on the physical product, the small parts warning is very conspicuous due to its placement, size, and color contrast with the background. The magnifying function on the website allows consumers to clearly and more closely view this warning and other aspects of the product box and its contents such as the figures. The accessories are partially visible through the picture of the packaging.

The small parts warning with information about the intended age and the choking hazard is presented again in a section entitled "About this Product". Here, the small parts choking warning appears as a banner going from left to right across the entire webpage. In addition, below this large warning, information is provided about the product (e.g., that the figures wear handmade clothing), and again reiterates the 3+ age grade and the warning:

- Age range: 3 years and up
- WARNING: CHOKING HAZARD, small parts, not for children under 3 years

It is only when one scrolls down past the photographs, past the small parts warning, and past product description stating multiple times that the product is for ages 3+, that one finds a section entitled "Specifications" with erroneous specifications for the product - size, weight, and intended user age are all incorrect. In light of the prominent information that consumers encounter before/above this section - including the small parts warning and age grade that are conspicuous and easily seen on the product box, the repetition of the small parts warning in the text below, and repetition of the 3+ [REDACTED] - [REDACTED]

[REDACTED] Moreover, even if the etailer were to make a mistake on-line, when the consumer receives the actual product, they would see the warning and age grade clearly displayed on the header.

- **Amazon.com** – I was unable to locate the Calico Critters Yellow Labrador Twins with pacifier and bottle on Amazon.com, but was able to find the same or a similar product under the brand “Sylvanian Family”.⁴ This product includes the pacifier and bottle. (See Figure 24).
 - Bulleted information beside the pictures states that the toy is “Collectible Twin Figures”.
 - The front of the product box is visible and displays “3+” in the bottom left corner. (See Figure 25).



Figure 24. Amazon.com – Yellow Labrador Twins with pacifier and bottle.



Figure 25. Amazon.com - Product box with age grade.

⁴ https://www.amazon.com/Sylvanian-Families-Labrador-Twins-Yellow/dp/B00S50VO2U/ref=sr_1_10?dchild=1&keywords=calico+critters+labrador+twins&qid=1596549615&sr=8-10

Information about the product, below this image presents the small parts warning label as a wide banner spanning the entire webpage:



WARNING:

CHOKING HAZARD -- Small parts. Not for children under 3 yrs.

Below this banner, in sections entitled: "Product Description" and "Product Information", it states in three places, that the toy is intended for Ages 3+. It also says the toy is "Collectible Twins figure", "Dressed in removable fabric clothing" and for "Ages 3+".

- [Googleshopping.com](#)⁵
 - The Yellow Labrador Twins shown in this picture differ from the subject product involved in this case in that the figures are wearing garments that appear to have tie attachments. Also, only the bottle is shown; the pacifier is not. (██████████)
 - Bulleted information to the right of the pictures mentions the small size of the figures, detailed clothing, the extended line of other figures, etc.
 - The photo of the product package shows the Yellow Labrador Twin figures with a ride-on toy, not the bottle or pacifier. The figures are wearing clothing similar to that of the subject product involved in this case. (██████████)
 - The small parts choking warning on the box header is clearly seen in the product photo; the circled "3+" (██████████) is also seen on the bottom left of package front.
 - "Product Specifications" found lower on the webpage reiterate that the toy is for ages "3 Years and Up".

⁵<https://www.google.com/shopping/product/1107908162582760787?q=calico+critters+twin+set+review&sxsrf=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746>

Calico Critters Yellow Labrador Twins

★★★★★ (310)



- Includes babies Fluffy and Ivory.
- Both come with removable detailed clothing and heads that turn.
- Babies Fluffy and Ivory measure approximately 1.75" tall.
- Can be used independently or with all Calico Critters houses.
- Mix and match with other Calico Critters play sets to create a whole Calico Critters village!

Variety
Yellow Lab Twins

Figure 26. Googleshopping.com – Yellow Labrador Twins with bottle (only).



Figure 27. Googleshopping.com – Figures in box (with car)

- **RainbowResource.com**⁶ (Rainbow Resource Center)
 - Photos of figures and product box are shown for Labrador Twins with bottle and pacifier which are partially visible through the package. (See Figure 28).
 - The small parts choking warning is clearly visible on the box header, and “3+” age grade is on the bottom left of package front. (See Figure 29).



Figure 28. Rainbowresource.com - Picture of figures with bottle and pacifier.



Figure 29. Rainbowresource.com - Picture of product box with warning.

⁶ https://www.rainbowresource.com/product/051668/Yellow-Labrador-Twins.html?trackcode=googleBase&utm_source=google&utm_medium=cpc&adpos=&scid=scplp051668&sc_intid=051668&gclid=EAlalQobChMlneib2PyJ6wIViZWzCh0mJgM4EAQYAyABEqlky_D_BwE

- **Joanne.com**⁷ (Joanne Fabrics)
 - Photos of figures, product box, etc. for Labrador twins with bottle and pacifier. (See Figure 30).
 - The small parts choking warning on the box header is clearly seen in the product photo; the circled “3+” age grade is also seen on the bottom left of package front. (See Figure 31).
 - Below the product photos is a section called “Description” which reiterates the small parts warning and that the toys are “For Ages 3 and Up”. This section also describes the personalities of the figures, their small size (1.25”), the presence of removable clothing, and that the figures can be mixed and matched with other Calico Critters. (See Figure 32).

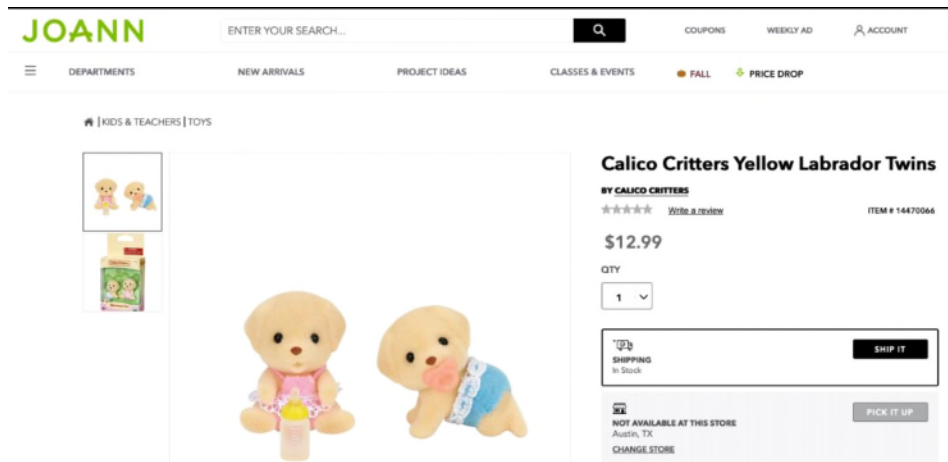


Figure 30. Joanne.com - Figures with pacifier and bottle.

⁷ https://www.joann.com/calico-critters-yellow-labrador-twins/14470066.html?utm_source=google&utm_medium=cpc&gclid=EAlalQobChMlneib2PyJ6w/ViZWzCh0mJgM4EAQYBSABEgLqhfD BwE



Figure 31. Joanne.com - Product package with small parts warning label.

DESCRIPTION

Marley loves playing in the baby pool with his twin sister. They like going down the slide and making a big splash into the water. Shiloh loves being the center of attention and getting her picture taken. Twins are 1 ¼" tall.

- These adorable Critters have heads that turn and come with removable clothing.
- Mix and match to collect with other Calico Critters figures and accessories.
- For ages 3 and up
- CHOKING HAZARD: Small parts. Not for children under 3 yrs.

Figure 32 – Joanne.com – “Description” which includes small parts warning and 3+ age grade.

- Christianbooks.com⁸
 - This website shows the Yellow Labrador Twins with pacifier and bottle. (See Figure 33).
 - “Product Description” states that the toys are “designed for Ages 3+”. “Product Information” states that the toys are for “Ages: 3-6”.



Figure 33. Christianbook.com - Picture of figures with pacifier and bottle.

Product Description

Collect the Calico Critters Yellow Labrador Twins set, that's designed for ages 3+. Includes:

- Marley, the boy Labrador twin
- Shiloh, the girl Labrador twin

Product Information

Title: Calico Critters Yellow Labrador Twins
Format: Gift
Vendor: Epoch Everlasting Play
Weight: 2 ounces

UPC: 020373220195
Ages: 3-6
Series: Calico Critters
Stock No: WW8766061

Figure 34. Christianbooks.com – Product Information with 3+ [REDACTED]

⁸ <https://www.christianbook.com/calico-critters-yellow-labrador-twins/pd/8766061>

- (e) Circulars and advertising materials - Advertising materials from 2013 – 2018 were provided to me by Mr. Biehler's office. These materials do not include advertising specific to Yellow Labrador Twins. Rather, advertising materials pertain to the Calico Critters product line and include many different animal families and play scenes.

While circulars and advertising are not specific to Yellow Labrador Twins, these materials are informative about the intended age of the product line overall. A key indicator of intended age in advertising is the ages of children depicted using the product. All of the circulars and advertising provided to me and seen online show children of at least 6 years and older using the products; children younger than about 6 years are not shown. For example, [REDACTED], below which shows a girl of about 8 years. Attachment 3 contains all advertising, provided to me, that include photos of children.



Figure 35. Child pictured in marketing/advertising for Calico Critters

Collecting and appreciating collectibles is enjoyed by children ages 3+/4 years and older, as discussed later in this report. Collectability is a core utility and play value of the Calico Critters line, and the toys are marketed accordingly. Product advertising shows children playing with figures from different families in extensive play scenes. Consumers are encouraged to "Collect them all" and expand their collection through promotions and discounts when more than one product is purchased. (See Attachment 3). For example, the Toys R Us Big Book (2013) shows many different play scenes including the Burger Café, Supermarket, Lakeside Lodge, Tree House, Cozy Cottage, Camper, Townhouse Gift Set, etc. Also, the circular advertises that for purchases over \$70, any Calico Critter family is \$9.99; there are 10 families to choose from.

Advertising for Calico Critters discusses the "Family Critters" and "Twins" and their features (i.e., size, posability, removable clothing). The collectability of the toys is not only emphasized in advertising, but also in the way the toys are displayed in stores. This is seen [REDACTED]. Retailers are encouraged to "Create a Calico Critter Home in Your Store". This marketing page shows an entire wall of Critters and Play Scenes. Such a display shows all of the families, play scenes, towns people, clothing, shops in the town, etc. that can be purchased. This supports the importance of "collectability" of Calico Critter products. In the Wal-Mart store where the subject

product was purchased, it was displayed on a shelf with other Calico Critters families and accessories.

- (f) Youtube videos – Calico Critters are shown in YouTube advertising. These video ads show children around 6 to 8 years of age using the products. (See the photos in Figures 36-39). Children in these YouTube ads are shown using a wide variety of figures, play houses, vehicles, and small accessories.



Figure 36. YouTube ad <https://www.youtube.com/watch?v=RU1WYmXh6p4>



Figure 37. YouTube ad - <https://www.youtube.com/watch?v=F-hl-COsZFo>



Figure 38. YouTube ad - <https://www.youtube.com/watch?v=nQmyoLRcrto>



Figure 39. YouTube ad - <https://www.youtube.com/watch?v=nyBqldP-7a4>

(g) Market research findings – Market research conducted in August 2017 by Insight Kids was provided to me. Key findings are discussed below. The study does not break-out ages 3+ from those younger than 3 years. Therefore, it is not possible to determine use by children younger than 3 years from this study. Other market research, conducted by AKD focuses on children 4 years and older, again, making it impossible to learn the extent to which children younger than 3 years use these products.

August 2017 Insight Findings:

- Brand fanship of girls by age: [Consumers were asked: Would you say that your child is a fan of" Calico Critters?]

2-3 Years = 35%
 4-5 Years = 27%
 6-7 Years = 24%
 8-9 Years = 21%
 10-11 Years = 24%

- Brand engagement by age: [How often would you say your child plays with stuff from" Calico Critters?]

2-3 Years = 74%
 4-5 Years = 49%
 6-7 Years = 45%
 8-9 Years = 51%
 10-11 Years = 54%

█ [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] product since it was manufactured in 2018. In 2020, the Guidelines were updated again.

[REDACTED]

█ [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

█ [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

While the Yellow Labrador Twins figures have a relatively simplistic appearance, [REDACTED]

Pretend play revolving around a caretaking theme - with babies, pacifiers, bottles, and blanket – are not only relevant for children younger than 3 years, but also for children ages 3 years and older. [REDACTED] Calico families, including the Labrador Twins, encourage this type of symbolic play. The animals, their clothing, and accessories can be incorporated into pretend themes revolving around babies and nurturing. Further, children who own additional “critters” (e.g., the Labrador Family and/or other Calico families) can incorporate the twins into larger and more extensive creative and symbolic play, replicating their own familial and other relationships (e.g., with family friends and neighbors). The core theme and play pattern for Calico Critters is the relationships of the animals within a family and with other families in their community. This is important and relevant for children, particularly at 3 years of age, as this is when they begin having interactive relationships; not only with siblings and immediate family members, but also with those outside the immediate family. Starting at 3 years, children begin to engage in a low to moderate level of interactive and cooperative play [REDACTED] Whether using only the Labrador Twins to represent the interactive relationship between siblings, or playing with additional “Critters”, there is a heavy symbolic connection between the figures and children’s own familial relationships and relationships with other people in their community.

The figures themselves are miniatures measuring less than 1.5” in their longest dimensions. While children younger than 3 enjoy small figures, they should not be this small. [REDACTED]

[REDACTED] . Starting at around 4 to 5 years, children can manipulate pieces as small as ½ inch [REDACTED] Component size is important as it relates to the functionality and ease with intended users can interact with and independently use the figures, their clothing, and accompanying accessories – i.e., the clothing, pacifier, and bottle.

The clothing worn by the Yellow Labrador Twins is very small, like the figures themselves. The girl Labrador is wearing a removable pink cloth and lace-trimmed romper. The boy Labrador is wearing a pair of removable blue shorts, also lace-trimmed. This style of Victorian or “antique-like” clothing

is characteristic of the clothing worn by other Calico Critters. [REDACTED] such details are not appreciated by children younger than 3 years. Three-year-olds have a moderate degree of dexterity and fine motor control [REDACTED] Removable clothing for dolls intended for this age group have large arm and leg holes and simple fastenings for easy removal and replacement. [REDACTED]

[REDACTED] As children get older, they can better manage smaller accessories, including clothing, and more challenging fasteners.

The romper on the girl Labrador attaches to the figure by a piece of elastic that goes over the figure's head and fits around the figure's neck, and a small Velcro attachment at the waist. Undressing the girl Labrador can be handled in one of two ways. One, the child first removes the elastic from the figure's neck, and then removes the romper. To do this, the child grasps and pulls the elastic band from around the back of the figure's neck. This is difficult to do and requires refined fine motor skills because the elastic fits very tightly around the figure's neck and is settled in a groove of the neck (below the head and above the body). The child must use the tips of her fingernails in order to grasp the elastic. [REDACTED] One's grip on the elastic is rather tentative due to the tension and narrowness of the elastic. As a result, the elastic band has a tendency to slip back onto the neck of the figure making it difficult to remove and likely frustrating to a child. Once effectively grasped, the elastic is pulled over the figure's head and the Velcro securing the fabric around the figure's waist is opened in order to remove the clothing. The Velcro attachment measures about .38" x .30". An easier way to remove the clothing is to first detach the Velcro on the romper shorts and then pull the clothing and elastic over the figure's face and head.

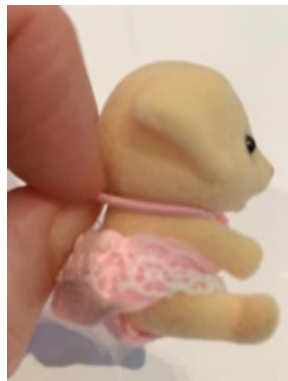


Figure 42. Grasping the elastic loop around girl Labrador's neck

Putting the romper back onto the figure is more challenging and non-intuitive compared to removing the clothing because once opened up, the garment lacks an obvious or recognizable form. [REDACTED], the opened romper has only one intact leg hole. Therefore, when removed from the figure, the romper does not resemble a romper or any other piece of clothing (or any article that would be familiar to a child). Rather, it is undefined and essentially like an open-ended, 3-dimensional fabric puzzle. Children younger than 3 years lack the cognitive and reasoning skills to manage this type of "puzzle" [REDACTED]



Figure 43. Romper

To attach the romper to the figure, the elastic loop must be pulled over the figure's head. This will be quite difficult for around 3 years (and younger) because they must stabilize the figure, and at the same time, using their fingertips or fingernails, pull the elastic loop with enough tension so that it fits over the figure's head. The elastic loop has a tendency to retract and slip out of the child's fingers, which young children (especially 3-year-olds) will find frustrating. The process of pulling the elastic loop over the figure's head will likely need to be repeated many times until the child either succeeds or requests assistance.

After placing the elastic loop over the figure's head, one leg is placed into the formed leg hole and then the horizontal strip of fabric with Velcro is pulled through the narrow space between the arm and leg opening (about .09"). Since the figure is rigid, the user will need to twist the fabric to fit into this space. The small Velcro tab (about .38" x .30") attaches to the other side of the clothing at the figure's back.

Overall, removal and replacement of clothing on the girl Labrador is not obvious, intuitive, nor is it easy. While children 3+¹/₄ (i.e., older 3s and 4-year-olds) years will enjoy the challenge and will appreciate the fine lace detail and unusual design of the romper, these details and the challenging process required to dress the figure will exceed the capabilities and interests of children younger than 3 years (as well as some 3-year-olds). Due to the small size of components (i.e., figure, the romper, and its attachment features) and the rigidity of the figure, dressing the girl Labrador Twin requires refined fine motor skills, effort, and patience that exceeds the capabilities of children younger than 3 years of age.

The shorts on the boy Labrador twin can be pulled off the figure. Since both the figure and the shorts are small, and the shorts fit closely to the figure's body, one uses fingernails or finger tips to remove the shorts. Replacing the clothing is more difficult. The leg openings in the shorts are very small and not much larger than the figure's feet and legs (about .40" diameter). The child must stabilize the figure while inserting the figure's feet into the small openings in the shorts and pulling them up, with some effort, onto the figure's thighs. This is easier done using one's finger nails to essentially scrape the shorts onto the figure's lower torso. As is the case with the girl Labrador Twin, due to the small size of components (i.e., figure, shorts, leg openings in the shorts) and the rigidity of the figure, dressing the boy Labrador Twin requires refined fine motor skills, effort, and patience that exceeds the capabilities of children younger than 3 years of age.

Manipulating the clothing in order to dress and undress the Yellow Labrador Twins presents challenges due to: the small size the animals, the small-sized clothing, the close fit of the clothing, the tiny openings where the arms and legs fit in, the complexity of reattaching the romper, and the rigidity of the figures. Three-year-olds will be able to remove the clothing from the figures however, they still may find it difficult to put the clothing back onto the figures. At around 4-5 years, children can handle most closures. [REDACTED]

[REDACTED] Moreover, unlike dressing larger, heavier dolls or figures, dressing and undressing the Calico Critter figures must be accomplished mostly with one hand. Because the figures are so small, the child must hold it in one hand while using the other hand to manipulate the clothing. This is in contrast to larger dolls and animals (with larger clothing) that can be placed on the child's lap or a horizontal surface to support the figure while the child uses two hands in order to take the clothing off or dress the figure. [REDACTED]

The Yellow Labrador Twins play set includes two tiny accessories – a pacifier and a bottle. The pacifier measures about .42" long and the bottle measures .75" long with a diameter of about .30". The nipples on both accessories are tiny and fit into a hole in the figures' mouths. The hole measures about .08" diameter. Positioning and inserting (pushing) the nipples into the tiny holes/mouths of the dolls requires refined fine motor skills. Children younger than 3 years are likely to be frustrated by such tiny pieces and have difficulty keeping track of them. [REDACTED]

The pacifier and bottle, like the removable clothing, are integral to the toy's intended use/function and play value. However, due to their small size, these accessories – like the clothing - are difficult for children younger than 3 to easily manage independently, and keep track of. While these *types* of accessories (i.e., bottle, pacifier) and removable clothing are appropriate for children both younger than 3 years and for ages 3+; it is the size and function of these components that determines the age that can effectively and fully utilize the toy. [REDACTED] and discussed earlier [REDACTED], there are dolls and figures in the market with bottles and pacifiers that are intended for children both younger and older than 3 years. The key difference is the size of these accessories. Pacifiers and bottles included in toys for children younger than 3 years are not only larger than the small parts test fixture, but in fact, they are *much larger* ensuring easy graspability and use. One product [REDACTED], Wee Baby Stella, has a magnetic pacifier to facilitate the connection. In contrast, pacifiers and bottles included in toys for children ages 3 and older are often quite small, akin to the pacifier and bottle included with the Yellow Labrador Twins.

Calico Critters will appeal to and have a great deal of play value for children 4 and 5 years of age who are more adept at pretend play than 3-year-olds [REDACTED] At 4-5 years, [REDACTED] children enjoy telling stories and conducting plays. Information about each of the Twins – their interests and personalities - provided on the bottom of the product box - forms the foundation for storytelling and facilitates higher-level play scene interactions, not only between the specific figures, but also with other animals and objects that the child may have – either unrelated to Calico Critters or from the Calico Critters line

(e.g., other families, play sets, and locales). Learning about the figures interests and personalities helps children weave the figures into more elaborate storytelling. Starting at 3 years – and particularly at ages 4 and 5 – children can utilize this information and incorporate it into their play activities. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] They are particularly interested in play scenes and enjoy more detailed doll houses and miniature play sets [REDACTED] They enjoy the challenge of positioning small objects in small rooms or areas [REDACTED] Four- and five-year old children have a moderate degree of dexterity and fine-motor control and they can handle accessories of most sizes. Their more advanced fine motor skills will allow them an easier time utilizing the clothing and accessories than younger children. At 4 and 5 years, children can manipulate pieces ½ inch in size and can handle most working mechanisms [REDACTED]

Calico Critters figures and play scenes will continue to have appeal to children 6 to 8 years of age who take an interest in miniature, collectible figures. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

While the Yellow Labrador Twins and any of the other boxed figures can be purchased and used alone, they are also intended to be incorporated into larger play scenes with other figures, play sets, and play houses, as part of Calico Village. Various animal families and settings can be purchased in order to build a village consisting of townspeople with different interests, personalities, occupations, shops, restaurants, and other locales seen in a small town. Figures and play scenes are accompanied by tiny accessories and unique, detailed clothing. At 3+¼ years of age, children begin to appreciate the variety of figures, families, stores, clothing, and accessories. At this age, children can not only manage the small pieces, they can effectively incorporate the information that is provided about animals' interests and personalities into extensive storytelling play. (Since most children this age cannot read, this information would be read to them, e.g., by a parent).

The buildable and collectible nature of Calico Critters is integral to product line. Collectability is incorporated into the marketing in stores [REDACTED] online, and on packaging. The figures and play sets are described online as “collectibles” and/or consumers are encouraged to “collect” them all. The collectability of Calico Critters figures and the extensive play scenes and accessories are suitable for children ages 3 and older who can, not only manage the small pieces, but also incorporate them into storytelling. Collecting is notably an interest of children ages 3 years and older. [REDACTED]

[REDACTED] At 4 to 5 years, they are attracted more to dolls that are collectible [REDACTED]

Finally, it is worth noting that Calico Critters figures are featured in visual media that brings the characters to life. The Calico Critters television show was released on Netflix in 2018. The characters, like the figures themselves have a sweet and simple appearance. [REDACTED]

[REDACTED] Common Sense Media rates this show for 3+ (<https://www.common Sense Media.org/tv-reviews/calico-critters/user-reviews/adult>). There are three parent reviews on this site; these parents age grade the visual series for 3+ (two parents) and 4+. There are no child reviews. The website describes the show as follows:

Parents need to know that *Calico Critters* is a series from Japan based on a popular toy line by the same name (though they're known as "Sylvanian Families" outside of the U.S.). The toys are tiny, flocked animals wearing clothing, and are highly collectible -- the series only makes them seem cuter and more desirable -- so the biggest challenge here for parents will probably be discouraging their kiddos from begging to own every last toy the company makes. Content is very mild, and most episodes (they actually call them "mini-episodes") tap out at around three minutes.

[REDACTED]

4. Consumer Perceptions

In order to learn about consumer perceptions [REDACTED] an internet search of consumer reviews was conducted. (Search conducted on 7-6-2020). Consumer reviews were researched for Calico Critter Labrador Twins and other Calico “twin” sets that include a baby bottle and pacifier. A Google search was conducted for the terms “Calico Critters Twin Sets Pacifier Bottle” and “Calico Critters Twin Sets”. Twin sets with bottle and pacifier are shown in Attachment 5.

Thousands of various Calico Critters twin set reviews were found on Walmart.com⁹, Amazon.com¹⁰, Google.com/shopping¹¹, and Influenster.com¹². Consumer reviews of twin sets were screened on two levels. First, reviews of twin sets were screened to include those sold with the bottle and pacifier accessories. For webpages that sold multiple twin sets (those with bottle and pacifier and those without, or with the ride-on vehicle accessory), relevant reviews were identified through the following search terms: “bottle”, “pacifier”, “binky”, “paci”, “bink”. Second, reviews of twin sets with the bottle and pacifier were read and screened to capture those where user’s (child) age was specified. In some cases, the reviews were redundant; duplicates were deleted.

Most consumer reviews do not specify the child user’s age. A child’s age was mentioned in 39 reviews of the twin sets with bottle and pacifier. Some reviews mention more than one age of child playing with the toy, bringing the total frequency of ages mentioned within the reviews to 44. [REDACTED] Many reviewers indicated that they purchased Calico Critter twin sets for their own collections, rather than for a child. Some of these reviewers’ comments are seen at the end of Attachment 6.

9

- <https://www.walmart.com/ip/Calico-Critters-Yellow-Labrador-Twins/37463070>
- <https://www.walmart.com/ip/Calico-Critters-Hopscotch-Rabbit-Twins/37463026>
- <https://www.walmart.com/ip/Calico-Critters-Ellwoods-Elephant-Twins/51571567>
- <https://www.walmart.com/ip/Calico-Critters-Pickleweeds-Hedgehog-Twins/51571568>
- <https://www.walmart.com/ip/Calico-Critters-Toy-Poodle-Twins/100598339>
- <https://www.walmart.com/ip/CALICO-CRITTERS-CC1586-Persian-Cat-Twins-New-Factory-Sealed/257588338>
- <https://www.walmart.com/ip/Calico-Critters-Sandy-Cat-Twins/51571590>
- <https://www.walmart.com/ip/Calico-Critters-Maple-Cat-Twins/476381868>
- <https://www.walmart.com/ip/Calico-Critters-Hazelnut-Chipmunk-Twins/828233855>
- <https://www.walmart.com/ip/Calico-Critters-Fluffy-Hamster-Twins/51571596>
- <https://www.walmart.com/ip/Calico-Critters-Wilder-Panda-Bear-Twins/51571564>
- <https://www.walmart.com/ip/Calico-Critters-Persian-Twins/771768996>

10

- https://www.amazon.com/Sylvanian-Families-Toy-Poodle-Twins/dp/B01NCXE22X/ref=cm_cr_arp_d_bdcrb_top?ie=UTF8#customerReviews
- https://www.amazon.com/Sylvanian-Families-Persian-Cat-Twins/dp/B0104BL8M8/ref=cm_cr_arp_d_bdcrb_top?ie=UTF8
- https://www.amazon.com/Calico-Critters-Caramel-Cat-Twins/dp/B002QB7WPW/ref=sr_1_7?dchild=1&keywords=sandy+cat+twins&qid=1591833638&s=toys-and-games&sr=1-7#customerReviews
- https://www.amazon.com/Sylvanian-Families-Kangaroo-Twins-SportsMarket/dp/B00HRRBRPQ/ref=sr_1_11?dchild=1&keywords=kangaroo+twins+calico+critters&qid=1593628836&sr=8-11
- https://www.amazon.com/Calico-Critters-Ellwoods-Elephant-Twins/product-reviews/B002RCFTLY/ref=cm_cr_arp_d_viewopt_kywd?ie=UTF8&reviewerType=all_reviews&pageNumber=1&filterByKeyword=12
- https://www.amazon.com/Calico-Critters-Hopscotch-Rabbit-Twins/dp/B0012BSNJG/ref=sr_1_2?dchild=1&keywords=calico+critters+twins&qid=1591925744&sr=8-2#customerReviews
- https://www.amazon.com/Calico-Critters-Persian-Cat-Twins/dp/B078J46YSH/ref=sr_1_6?dchild=1&keywords=calico+critters+twins&qid=1591928678&sr=8-6
- https://www.amazon.com/Calico-Critters-Hopscotch-Rabbit-Twins/dp/B0012BSNJG/ref=sr_1_1?dchild=1&keywords=calico+critters+twins&qid=1594080248&sr=8-1#customerReviews

11

- <https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twin+set+review&sxsrf=ALeKk02yACv74gc2vHnGILnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorqAhWkqnlEHQdxAYYQqSQIRA>

¹² <https://www.influenster.com/reviews/calico-critters-yellow-labrador-twins-1-ct>

As seen in Table 1, below, the range of children's ages mentioned in consumer reviews is from 2 to 12 years. The mean age is 5.34 years; the median is 5 years; the mode is 4 years. In 42 of 44 reviews (95.5%), the user was 3 years and older.

Age	Count
1	0
2	2
3	8
4	10
5	6
6	6
7	4
8	4
9	2
10	0
11	1
12	1
Total:	44

Table 1. Frequency of Specified Ages Mentioned in All Reviews

Only 2 reviews mentioned children younger than 3 years and both made note of the small size of the accessories and/or indicated that they do not allow the child to play with these components (see Attachment 6).¹³ For example, one reviewer stated that she purchased the toy for an "almost 3-year-old, but decided to hold them back until she is older since the bottle and pacifier is (sic) SO TINY!"

Reviewers with children ages 3 years and older also made note of the small size of the accessories, and frustration associated with manipulating the pieces and trying not to lose them. For example:

- My 3.5-year-old loves Calico Critters (probably from all the commercial she sees at mama was house)! It usually keeps her busy, which is saying a lot bc she's a busy body. These particular ones, she gets frustrated with because paci and bottle don't stay in. Not sure if they are meant to, but she wants them to - and is not a happy camper about it!
<https://www.walmart.com/ip/Calico-Critters-Wilder-Panda-Bear-Twins/51571564>
- My 3 year old just loves these easy for her to care around
Only problem bottle ad bink our a little small for so kids ad easy to loss
<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twins+set+review&sxsr=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>

¹³ One parent purchased the product as a future Christmas gift for a 2.5-year-old the toy for Christmas. It was unclear if the child would be 2 or 3 years old at Christmas time, so this review was left out of the tally and analysis.

- Very cute little bunnies. I'm only giving it 4 stars because the tiny pieces that come with the babies are difficult for a child to use. The pacifier and bottle are supposed to fit in the baby's mouths but they are extremely tiny and fall out easily. My 4 yr old asks me to put them back in over and over and gets frustrated that they don't stay in the baby's mouths. https://www.amazon.com/gp/customer-reviews/R2QBRUG111LJJK/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B0012BSNJG

Calico Critters Twin Sets with bottle continue to be enjoyed by children ages 6-8 years and older. Even in this older age ranges, the small size of the accessories and the potential choking hazard is noted.

Sample reviews from parents with older children include:

- Super-duper adorable and fuzzy kitty's. Calico critter babies were #1 on my 6-year-old daughters Christmas list. These are cute and well made but buyers should know they are super tiny with super tiny bottle and binky. These are a choking hazard. I personally wouldn't recommend them for any child under 5 years old but the manufacturer says under 3 years old. I guess it depends on the maturity level of your child, just please be careful if buying for kids under 5 ? https://www.amazon.com/Calico-Critters-Persian-Cat-Twins/dp/B078J46YSH/ref=sr_1_6?dchild=1&keywords=calico+critters+twins&qid=1591928678&sr=8-6#customerReviews
- These are the cutest. My 8-year-old niece requested these specifically for her birthday. She was particularly charmed by the tiny pacifier and bottle. The twin panda babies were immediately "adopted" into her calico critter world. Teeny tiny accessories. Definitely not for little ones who still put things in their mouth. https://www.amazon.com/gp/customer-reviews/R24N0SICQZXAMO/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- I might have bought these for myself more than my 7-year-old. The Hazelnut Chipmunk twins are SOOOO cute! I bought these for my 7-year-old daughter's birthday. She squealed when she opened them. The bottle and pacifier stay in their mouths. The little arms and legs move. I am happy with this purchase. The pieces are tiny. I would definitely follow the age requirements on the box. https://www.amazon.com/gp/customer-reviews/R1XIX13QBV5RJM/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY

As noted in the review above, a number of adult consumers also collect Calico Critters. Examples, including the ones below, are found in Attachment 6.

- These are stinking adorable. I bought them for my 21 yr old daughter, along with a few other sets. She just likes them on display and doesn't actually play with them of course. As such, I can't really speak on how they hold up to long term play. They truly are adorable though. <https://www.amazon.com/Calico-Critters-Ellwoods-Elephant-Twins/product->

[reviews/B002RCFTLY/ref=cm_cr_getr_d_paging_btm_next_8?ie=UTF8&reviewerType=all_reviews&pageNumber=8&filterByKeyword=bottle](https://www.amazon.com/gp/customerreviews/ref=cm_cr_getr_d_paging_btm_next_8?ie=UTF8&reviewerType=all_reviews&pageNumber=8&filterByKeyword=bottle)

- Absolutely adorable little critters. I'm so in love and they're going into my collection. Love their little feeding bottle and pacifier.
https://www.amazon.com/gp/customerreviews/R3CXWGL9VYLAYV/ref=cm_cr_ar_p_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY

One final point, noted in some online consumer reviews for twin sets and other Calico Critters figures, is that the flocking on the figures exterior comes off if rubbed or mouthed, mouthed, and the propensity for the flocking to get dirty. A few examples are shown below:

- [Style: Wilder Panda Bear Twins Verified Purchase](#)
... I would say ages 3-4 and up, just because the flocking and coloring can come off if they are scratched too hard or bitten. Love the collectability of the families. Will definitely be loving these now and then saving for grandchildren..."
https://www.amazon.com/Calico-Critters-Ellwoods-Elephant-Twins/product-reviews/B002RCFTLY/ref=cm_cr_ar_p_d_viewopt_kywd?ie=UTF8&reviewerType=all_reviews&pageNumber=1&filterByKeyword=bottle
- [4.0 out of 5 stars Reviewed by my 11 yr old Daughter.](#)
Reviewed in the United States on January 10, 2019
[Style: Pickleweeds Hedgehog Family Verified Purchase](#)
These are great but delicate!... The Pickleweed family is very adorable. I love their old timey outfits! People don't really wear things like that now....One more thing, be very careful or their noses will rub off.
https://www.amazon.com/Calico-Critters-Pickleweeds-Hedgehog-Family/product-reviews/B002RCL7JW/ref=cm_cr_ar_p_d_viewopt_kywd?pageNumber=1&filterByKeyword=rub+
- Very adorable. My daughter LOVES these. That being said, the bottle and pacifier do not actually fit in the pup's mouths, which is a bit disappointing for a little one. The felt on these pups, which make them even cuter, are actually magnets for dirt. I have two brown puppies now haha. I will say that Calico Critters are absolutely adorable though. We will keep buying these. They are made well. https://www.amazon.com/gp/customer-reviews/R1P557EU03C8AU/ref=cm_cr_ar_p_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY

Finally, a search was conducted of YouTube for the Calico Critter twin sets in order to try to observe children using the Yellow Labrador Twins with pacifier and bottle. Very few videos were located for twin sets, rather, most videos focus on the unboxing of play sets and houses. Two videos of children unboxing twin sets were found on YouTube^{14,15}, but the children are not shown on the video, making it

¹⁴ <https://www.youtube.com/watch?v=2u6hUfQdiko>

¹⁵ https://www.youtube.com/watch?v=N_d_L80XmDQ

difficult to guess their age, and their YouTube profiles do not state their ages. It should also be noted that one of the videos (from 2015) unboxes the hedgehog twins yet there is no bottle, pacifier, or vehicle that accompany the figurines. The style of the box appears to be a previous design, which may indicate the video was filmed before the hedgehog twins were available with accessories.

Conclusion

[REDACTED]

[REDACTED]

[REDACTED] On-product age grading is available to the consumer at the point of purchase. Age guidance for the Yellow Labrador Twins product appears in two places: first, on the header of the product box, and also in the lower left-hand corner of the primary display panel where it shows the 3+ [REDACTED], circled. The 3+ [REDACTED] and small parts choking warning are very conspicuous and easy to notice when viewing the product box. The small parts choking warning is quite noticeable due to the size, particularly relative to the header, the color contrast, placement in a “quiet” place on the package (i.e., where there is no distracting images or text competing for attention). The color contrast between the light-colored lettering and the dark background, and the font size of the lettering, make the warning very easy to read. While the company website at one time included an FAQ stating that younger children can use the product with adult supervision, that FAQ also informed consumers that the product is best for children *from 3 years*, which is consistent with the age grade on the product. Moreover, while Mrs. Dedios interacted with the product box, she did not go to the website and therefore, did not see this FAQ.

[REDACTED]

[REDACTED]

[REDACTED] A market review of other figures and dolls sold online by a variety of manufacturers, and having similar characteristics to the Yellow Labrador Twins (i.e., flocking, small pacifier and/or bottle accessories, and removable clothing), revealed that these products are typically [REDACTED] for 3+. This is particularly true of small sized figures with small accessories and small, detailed removable clothing.

(2) Marketing, advertising, promotion, and display of the toy – The Calico Critters product line is marketed as an expandable line of collectibles. The product is clearly marketed and advertised for ages 3 years or older. Product advertising that includes images of children consistently uses child models who are approximately 6 years of age. These children are seen interacting with extensive play scenes and a vast array of small figures and tiny accessories. The product is not marketed to children younger than 3 years. The product is intended to be promoted as part of the Calico Critters expandable product line. Products are displayed so that consumers can view a variety of other families and play scenes. This is consistent with the collectability and buildability of this line. Photographs taken of the Wal-mart where the subject product was purchased show Calico Critters toys being sold in a section of the toy department that has other figures [REDACTED] for children 3 years and older.

[REDACTED]

[REDACTED] The Yellow Labrador Twins play set includes two figures that are sweet and simple in appearance. However, the figures are smaller than 2” and are accompanied by accessories and clothing that are also quite small. For children younger

than 3 years, figures, accessories, and clothing should be larger (around 2-4”), more graspable, and easier to manipulate for a positive and successful play experience. While children this age can play with the figures alone (i.e., without the bottle, pacifier, and clothing), this does not constitute full utilization of the toy.

Children ages 3+ years and older will be capable of using the figures, their accessories, and clothing as intended. This age group will appreciate the detailed clothing and miniature accessories. They will enjoy learning about the personalities and interests of the figures and weaving this information into their pretend play activities. Further, children ages 3+ years and older will be interested in adding other families and figures, vehicles, accessories, and play scenes and incorporating the Twins into the larger play scene in order to facilitate rich storytelling. Starting at 3 years, children are more adept at making symbolic connections. This type of play connects them to their family and social network and allows them to try out relationships and interactions between them. Trying out different interactions and social situations through the Calico families helps children learn about and experience interactions with family and friends through the figures’ relationships. The Calico Critters line of families is prime for this type of play since children can expand on the immediate family.

Beyond this particular play set, the Yellow Labrador Twins is part of the extended Calico Critters product line. This line – with its extensive variety of figures, families, townspeople, play scenes, and accessories [REDACTED] and best suited to older 3s and children 4 years and older. These children have an interest in developing intricate stories around the figures, and using the miniaturized, detailed accessories and the variety of locales and play scenes. The buildable product line allows children to develop more extensive play scenes and to essentially create their own “village” with a variety of locales and diverse families. The variety of figures, families, accessories, and locales encourages complex storytelling and play scene involvement that are of interest to children through elementary school age, particularly for children interested in collecting. This play pattern is fostered by the information provided about the different figures and families. [REDACTED], the product line is also desirable for adult collectors.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Carol Pollack-Nelson, Ph.D.
Independent Safety Consulting, LLC
13713 Valley Drive
Rockville, Maryland 20850
pollacknel@comcast.net
(301) 340-2912

Education

Ph.D. and M.Phil (1989, 1987) Industrial/Organizational Psychology, The George Washington University. Areas of concentration: Human Factors, Training & Statistics.

B.A. (1982), The George Washington University. Graduated with Distinction & Special Honors in Psychology. Phi Beta Kappa, Psi Chi, Omicron Delta Kappa.

Selected Professional Appointments, Awards (since 2000)

Ross A Koeser Achievement Award in recognition for contributions to the International Consumer Product Health & Safety Organization and dedication to product safety, Orlando, FL., 2018.

Consumer Product Safety Commission (CPSC) Chairman's Circle of Commendation Award. September 2013, U.S. CPSC, Bethesda, MD, 2013.

Human Factors and Ergonomics Society (HFES) A.R. Lauer Safety Award, Las Vegas, NV, 2011.

Heroes Award, International Consumer Product Health and Safety Organization, Washington, D.C. 2008.

Consumer Award, ASTM International, Committee F15 on Consumer Products, Washington, D.C. 2006.

ASTM International, Board of Directors, 2020 – 2022

Kids in Danger (KID) – Consumer Advisory Council on Design Safety (2020 -)

ASTM F15 Executive Committee, Vice-Chair of New Products (2016 – present). Vice-Chair, Programs & Education (2012-2015); Vice-Chair, Liaison and Research (2010 - 2011); Secretary (2004 -2009); Member-At-Large (1996-2003).

ASTM Subcommittee Chair – ASTM Subcommittee Co-Chair – Liquid Laundry packets (2013-present); Subcommittee Chair Weighted Blankets (2018-2019); Above-ground inflatable pools (2005–2011).

International Consumer Product Health and Safety Organization (ICPHSO) Past-President, Executive Committee and Board of Directors for the (2005-2015). Symposium Conference Chair (2012-2013). Symposium Planning Committee (2005-present).

Human Factors and Ergonomics Society (HFES), Chair of the Children’s Issues Technical Group (2017-2018); Program Chair (2016).

Underwriters Laboratories (UL) Consumer Advisory Council - Member (2006 - present) and Appeals Review Board (2010 - present). Portable generators STP (2014-present).

ANSI Steering Committee for Window Coverings. Serve in oversight capacity on steering committee involving all stakeholders. 2016-present.

National Action Plan for Child Injury Prevention, invited expert and contributor, Centers for Disease Control, Atlanta, GA, 2010.

Advisory Board, Kids In Danger Teach Early Safety Testing Program, 2004.

Supervision and Childhood Injuries Expert Panel, Invited Participant, Centers for Disease Control, Atlanta, GA, August 2003.

National Association of State Fire Marshals, Juvenile Fire-Setter Task Force, Team Leader, 1999 – 2000.

Employment History

Independent Safety Consulting Beginning March 1994

Work with all stakeholders involved in product safety including manufacturers, retailers, testing laboratories, attorneys, voluntary standards organizations, consumer

advocacy groups, and the U.S. government, assisting them in understanding safety issues relating to human behavior and consumer products. Provide advice relating to the suitability and adequacy of product designs, warnings, instructions, and age grades for a wide range of products including: household appliances, tools and garden equipment, sporting goods and recreational products, children's toys and toy premiums, executive desk toys, nursery products, furniture, industrial products, candy, food containers and packaging, and healthcare-related products including over-the-counter medicines and cosmetics. Liaison between manufacturer and government agencies (CPSC, FDA). Provide age determinations for children's toys and children's products.

Develop and deliver training courses on human factors issues including product design and hazard potential, anticipating use and misuse, benefits and limitations of voluntary standards, warning label design and effectiveness, design of product instructions, age determinations for children's toys and other products, foreseeable use of appliances, toys, recreational products, premiums, and other products. Conduct training seminars for a wide range of clients including manufacturers, marketing companies/designers, test laboratories, and professional legal organizations.

Advisor and/or consultant to other agencies and organizations including the Centers for Disease Control, Underwriter's Laboratories, Consumers Union, the Good Housekeeping Institute, the National Association of State Fire Marshals, Kids in Danger, and Consumer Federation of America.

Conduct independent research on consumer product safety issues including: nursery product injuries, supervision of young children, facial suction suffocation, hunting tree stand injuries and fatalities, injuries and fatalities associated with infant carriers, parental perceptions of (specific) children's products, warning label design and effectiveness, etc. Publish findings research in peer-review journals, and present research at national and international conferences.

Reviewer for professional journals including Journal of Pediatric Psychology; Pediatrics; Injury Prevention; Human Factors & Ergonomic Society's Annual Conference and Proceedings; Social Science and Medicine.

Change agent for the following product safety standards:

- In 2014, petitioned the CPSC to invoke mandatory requirements for home elevators. In many home elevators, the clearance between the interior door and exterior door is large enough to allow children as old as 12 years to fit between the doors. This presents an entrapment hazard when the elevator is called to another floor and the hoistway door automatically locks. The child's body is carried along with the elevator car until the hoistway door meets the obstruction of the sill, where the child's body (usually the head)

is crushed. The petition was docketed in Jan 2015 and subsequently, industry agreed to make necessary changes to the standard.

- In 2013, petitioned the CPSC to change voluntary standard for window coverings. Hundreds of infants and toddlers have strangled on accessible cords on window coverings. Despite urging from the CPSC and advocacy groups, industry has failed to adequately address the hazard. The standard, last re-issued in 2012, continues to permit long draping and accessible cords. The CPSC docketed the petition and subsequently, industry agreed to eliminate cords from all stock window coverings and to utilize an explicit warning label on custom products that are corded.
- In 2010, petitioned CPSC to change mandatory bunk bed standard to specify head and neck entrapment requirements for ladders and other side structures. The standard prohibits head and foot-board designs that present head and neck entrapment. However, these requirements do not apply to integral side structures (i.e., attached side ladder). CPSC docketed the petition. The ASTM subcommittee revised the voluntary standard that is relied upon by the CPSC.
- In 2010, petitioned the CPSC to require protective barrier on gas fireplace glass to prevent accessibility to glass fronts that reach in excess of 500 °F. Inadvertent contact with glass fronts of gas fireplaces has led to thousands of painful and disfiguring burn injuries to children; primarily toddlers. The CPSC docketed the petition and it was published in the Federal Register. In response, industry revised and reissued the voluntary standard to include requirements for an integrated barrier.
- In 2002, petitioned the CPSC to ban single strap waist belts on hunting tree stands in response to associated deaths and injuries. Industry agreed to revise the ASTM voluntary standard for hunting restraints to require full body harnesses.
- In 2000, addressed the CPSC during a Commission Hearing on utility lighters. Was invited by CPSC to present opinions on human factors issues relating to child play fires. Subsequently, the Commission issued a mandatory standard requiring child resistant features for utility lighters.

***U.S. Consumer Product Safety Commission, Senior Engineering Psychologist,
Division of Human Factors, February 1988 through September 1993***

Served as Human Factors technical expert in matters before the Commission. Provided opinions on hundreds of products including children's toys, exercise equipment, household appliances, playgrounds and recreational equipment, clothing, furniture, and other consumer products. Testified at Commission hearings and briefings on issues relating to foreseeable use and misuse, product design hazards, and the adequacy of instructions and warnings. Served on high priority agency committees (e.g., CPSC-Consumer Task Force; Engineering Lab Task Force; In-depth Investigations Team) and represented the Commission at extramural meetings. Responsible for Human Factors Division programs on Product Safety Assessments (PSAs) and Age Determinations. Served on various "priority projects" including: Bucket Drowning Team (Project Manager); Methylene Chloride Project; Choking Project.

***Adjunct Instructor/Lecturer, The George Washington University
September 1987 through May 1990***

Adjunct lecturer for undergraduate courses in Industrial and Organizational Psychology and Independent Research. Major topic areas included: Personnel, Training, Human Factors, Organizational Development, and Legal issues in Employment.

***U.S. Army Research Institute (ARI), Research Fellow
October 1984 through February 1988***

Conducted all phases of research while serving in the Training Lab, Automation and Simulation Team. Produced papers on topics such as: Stress in Army Recruiters, and Stages of Skill Acquisition Training Device/Simulator Fidelity. Presented research findings at professional conferences.

***The Institute For Safety Analysis (TISA), Consultant
February 1984 to October 1984***

Case Coordinator for automobile design product liability litigation. Prepared cases for technical experts, including abstracting depositions, police records, technical literature. Left TISA upon award of Graduate Research Fellowship at ARI (see above).

***The Center for Auto Safety, Product Liability Research Service and
Foreign Vehicle Safety Staff; May 1982 through January 1984***

Assisted attorneys in preparation of cases relating to automobile defects. Investigated

consumer complaints and Department of Transportation inquiries pertaining to foreign vehicle defects. Met with media and press to alert the public to breaking safety issues. Frequent contributor to Center's newsletters, The Lemon Times and Impact. Also contributed to The Car Book by Jack Gillis (1984) and Automobile Design Products Liability by CFAS and Richard M. Goodman (1984).

Selected Publications

- Pollack-Nelson, C. (2018). A Hazard Hiding in Plain Sight. *In Forensic Human Factors and Ergonomics: Case Studies and Analyses*. Ed. Michael Wogalter. New York: Taylor & Francis.
- Deppa, S. and Pollack-Nelson, C. (2014). Consumer product safety issues in forensic human factors. Eds K. Nemire, J. Cohen and H. H. Cohen. *HFES Guide to Forensic Human Factors*.
- Pollack-Nelson, C. (2012). The Lauer Letter: Get involved with voluntary standards. *SURFTECH Newsletter, September, 3-6*.
- Pollack-Nelson, C. (2012). The Burn Hazard Presented by Gas Fireplace Glass, *Ergonomics in Design, 20 (3), 14-18*.
- Pollack-Nelson, C. and Drago, D. (2012). Hazards Associated with Common Nursery Products. In K.D. Liller (Ed), *Injury Prevention for Children and Adolescents*, Washington, DC: American Public Health Association.
- National Center for Injury Prevention and Control of the Centers for Disease Control and Prevention. (2012). *The National Action Plan for Child Injury Prevention*, Contributing Expert.
- Shields, B. Pollack-Nelson, C. and Smith, G. (2011). Pediatric Submersion Events in Portable Above-Ground Pools, United States, 2001-2009, *Pediatrics, 128 (1)*, <http://pediatrics.aappublications.org/content/early/2011/06/16/peds.2010-3033>.
- Pollack-Nelson, C. (2011). Fatality in the side of a bunk bed, *Ergonomics in Design, 19, 9-11*.
- Pollack-Nelson, C. (2011). Petition requesting rulemaking to require safeguards for g fronts on gas vented fireplaces. *Federal Register Volume 76, Number 110, Wednesday, June 8, 2011*. Pages 33179-33180.
- Deppa, S., Pollack-Nelson, C. & Allen, E. (2010). "So Your Consumer Product Complies with the Voluntary Safety Standard – Now What?" *Proceedings of the Human Factors and Ergonomics Society's 54th Annual Meeting, 728-732*, San Francisco, CA.
- Pollack-Nelson, C. (2010). Petition Requesting Revision of Bunk Bed Standard To Incorporate Requirements for Head and Neck Entrapment Testing in Spaces Created by Side Structures, Including Ladders. *Federal Register Volume 75, Number 132, July 12, 2010*. Page 39666-39667.
- Pollack-Nelson, C. and Deppa, S. (2009). "The Role and Limitations of Voluntary Standards in Consumer Product Safety," *Proceedings of the Human Factors and Ergonomics Society's 53rd Annual Meeting, 563-567*, San Antonio, Texas.

- Pollack-Nelson, C., Sutherland, M., Lemonds, J. (2008). The Utility of Brief, On-Product Instructional Labels to a Fall Arrest Restraint Device, *Proceedings of the Human Factors and Ergonomics Society 51st Annual Meeting, in process*.
- Pollack-Nelson, C., Faranda, D., Porth, D., and Kim, N. (2006). Parents of Juvenile Fire-setters: Perceptions of the Fireplay Hazard, *International Journal of Injury Control and Safety Promotion*, vol. 13, issue 3, September 2006.
- Pollack-Nelson, C. And Drago, D. (2006). Hazards Associated with Common Nursery Products. In K.D. Liller (Ed), *Injury Prevention for Children and Adolescents*, Washington, DC: American Public Health Association.
- Wanna-Nakamura, S., Pollack-Nelson, C. and Chidekel, A. (2003). Suction-type suffocation incidents in infants and toddlers, *Pediatrics*, Vol. 111, no. 1, e.1.
- Heiden & Associates (2003). Recall Effectiveness Research: A Review and Summary of the Literature on Consumer Motivation and Behavior, Prepared for the U.S. Consumer Product Safety Commission, July.
- Pollack-Nelson, C. (2002). Petition Requesting Standard for Hunting Tree Stands and Ban of Waist Belt Restraints Used With Hunting Tree, Filed before the U.S. Consumer Product Safety Commission. *Federal Register / Vol. 67, No. 84 / Wednesday, May 1, 2002* .
- Pollack-Nelson, C. and Drago, D. (2002). Supervision of children aged two through six years. *Injury Control and Safety Promotion*, Vol. 9 (2), pp.121-126.
- Pollack-Nelson, C. (2001). Petition Requesting Standard for Hunting Tree Stands and Waist Belt Restraints Used with Hunting Tree Stands, *Federal Register: May 1, 2002 (Volume 67, Number 84) Page 21640*.
- Pollack-Nelson, C. (2000). Injuries associated with in-home use of infant seats and baby carriers. *Pediatric Emergency Care*, 16, 2, 77-79.
- Pollack-Nelson, C. (1998). "Taking A Fall" and "Making Changes", American School & University, June, September.
- Pollack-Nelson, C. (1996). Differentiated alarm signals for carbon monoxide detectors, *Proceedings of the Human Factors and Ergonomics Society 40th Annual Meeting*, Santa Monica: HFES, pp. 855-859.
- Pollack-Nelson, C. (1995). Home playground equipment fatalities, *Proceedings: Playground Safety - An International Conference*, University Park, PA: Penn State University, 127-132.
- Pollack-Nelson, C. (1995). Injuries associated with home playground equipment, *Proceedings: Playground Safety - An International Conference*, University Park, PA: Penn State University, 121-126.
- Pollack-Nelson, C. (1995). Analysis of methylene chloride product labelling, *Ergonomics*, 38, 11, 2176-2187.

- Pollack-Nelson, C. (1994). The effect of warning label language on behavioral intent, *Journal of Products and Toxics Liability*, 16, 3/4, 299-304.
- Pollack-Nelson, C. (1994). Focus group evaluations of warning labels for industrial buckets. *Journal of Products and Toxics Liability*, 16, 2, 131-138.
- Pollack-Nelson, C. (1992). The application of warning labels to consumer products containing methylene chloride, Technical Paper, U.S. Consumer Product Safety Commission.
- Pollack-Nelson, C. (1992). Focus group study of proposed bucket labels. Summary and recommendations. Technical Paper, U.S. Consumer Product Safety Commission.
- Pollack-Nelson, C. (1991). The effectiveness of warning labels, Technical Paper, U.S. Consumer Product Safety Commission.

Presentations (in public venues)

- Human Factors and Smart Products: Consumer Perceptions, Interactions and Reality*, Invited Moderator, February 19, 2020.
- Product Safety & The Human Factors*, Lecture presented at St. Louis University, St. Louis, MO. September 26, 2019.
- Standards - What in the world is going on?* Invited panelist, JPMA (Juvenile Product Manufacturer's Association) Summit, February 28, 2019, Washington, D.C.
- Product Safety Simulation*. Invited panelist, International Consumer Product Health and Safety Organization Annual Symposium, February 28, 2019, Washington, D.C.
- Chasing the Unicorn: Why is it so hard to achieve international harmonization of product safety standards*. Invited panelist, International Consumer Product Health and Safety Organization Annual Symposium, February 27, 2019, Washington, D.C.
- Trends in Infant Sleep: What do the data show? What are Caregivers Thinking?* Moderator at the Human Factors and Ergonomics Society Annual Meeting, Philadelphia, PA, October 2, 2018.
- Warning Label Design Guidance*, Invited speaker, American Home Appliance Manufacturer's Product Safety & Liability Conference, Washington, D.C. September 18, 2018.
- Age Grading and other Determinations: Human Factors Guidance for Promotional Products Compliance Teams*, Invited speaker, Promotional Products Association International (PPAI), Alexandria, VA, September 16, 2018.
- Understanding How Consumers Use Products*, Lecture presented at St. Louis University Product Safety Certification Program, St. Louis, MO, April 18, 2018.
- Age Grading Challenges*, ICPHSO-ASTM Age Grading Roundtable, Washington, D.C., April 13, 2018.
- Customer Service Training and Other Strategies for Anticipating and Reducing Risk*, Tutorial

- presented at the International Consumer Product Health and Safety Organization Annual Symposium, February 21, 2018, Orlando, FL.
- Adult Products that Harm Children*, Presented at the Human Factors and Ergonomics Society Annual Meeting, October 11, 2017, Austin, TX.
- Introduction to Voluntary Standards*, Presented at Voluntary Standards Workshop, October 10, 2017, Washington, DC
- Are Information & Education Campaigns Effective for Consumer Product Hazards?*
Presented at Underwriter's Laboratories Consumer Advisory Council Meeting, May 8, 2017, Chicago, IL
- Human Factors Psychology: Understanding Consumer Behavior*. Lecture presented at St. Louis University Product Safety Certification, April 18, 2017, St. Louis, MO.
- Perceived Risk: Research & Experiential Findings*. Tutorial presented at the International Consumer Product Health and Safety Organization Annual Symposium, February 20, 2017, Orlando, FL.
- Communications Theory & Human Information Processing & the Effectiveness of Information & Education Campaigns*, Information & Education Campaigns Workshop, Sponsored by ASTM and ICPHSO, October 3, 2016, Washington, D.C.
- Warnings and Instructions: Best Practices and Research Findings*, Invited Speaker, he International Consumer Product Health and Safety Organization Annual Symposium, February 29, 2016, Washington, D.C.
- Voluntary Standards and Product Safety*, Invited panelist, Promotional Products Industry of America (PPAI) Product Responsibility Summit, September 29, 2015, Bethesda, MD.
- Human Factors to be Considered when Assessing and Anticipating Product Risks*, First Congress on Product Safety, September 3, 2015, Cartagena, Colombia.
- Age grading and product determinations in the new age of CPSIA*, Tutorial presented at the International Consumer Product Health and Safety Organization Regional Training, June 18, 2015, Wayne, NJ.
- Are voluntary standards voluntary?* Tutorial presented at the International Consumer Product Health and Safety Organization Regional Training, June 18, 2015, Wayne, NJ.
- Consumer Disclosures*, Invited Speaker, 2015 Consumer Assembly, March 12, 2015, Washington, DC.
- Human Factors Tutorial*, the International Consumer Product Health and Safety Organization Annual Symposium, February 23, 2015, Orlando, FL.
- Human Factors and Home Appliances*, American Home Appliance Manufacturers (AHAM) Bi-Annual Product Safety & Liability Conference, September 30, 2014, Arlington, VA.
- Risky Play & Acceptable Risk*, International Consumer Product Health and Safety Organization International Meeting, Brussels, Belgium, June 17, 2014.

- Trends in Consumer Product Injuries with Human Factors Implications*, Invited speaker, Attorney Information Exchange Group (AIEG), Boston MA, April 23, 2014.
- Human Factors Essentials to Avoid Problems with Consumer Products*, CPSC Day at the International Consumer Product Health and Safety Organization Annual Symposium, Orlando, FL February 27, 2014.
- Is it a Children's Product? Is it a Toy?* Bureau Veritas Lunch and Learn session on Age Grading Issues Relating to Children's Toys, Toy Fair, 2014, New York, NY, February 18, 2014.
- Child Safety Plenary; Product Conformity Workshop*, Abu Dhabi Quality and Conformity Council's Quality Forum, Abu Dhabi, U.A.E., April 28-29, 2013.
- Product Safety and Market Surveillance*, European Consumer Day on Product Safety, Brussels, Belgium, March 14, 2013.
- Risk Assessment Panel (Moderator)*, ICPHSO's Sixth European Meeting and Training Symposium, Brussels, Belgium, October 17, 2012.
- Shades of Gray: How Can You Determine If Something Is A Children's Product With Confidence?* Invited Keynote speaker, PPAI Product Safety Summit, New Orleans, LA, August 14, 2012.
- Warnings for Promotional Products*, Featured speaker, PPAI Product Safety Summit, New Orleans, LA, August 15, 2012.
- Educating the International Community about Product Safety (Moderator)*, International Consumer Product Health and Safety Organization Annual Conference, Orlando, FL, February 2012.
- Human Factors Issues in Instructions, Warnings & Product Design*, International Consumer Product Health and Safety Organization Training Symposium, Atlanta, GA. August 2011.
- Conducting Effective Recalls*, Moderator, International Consumer Product Health and Safety Organization Training Symposium, Atlanta, GA. August 2011.
- The Role & Limitations of Voluntary Standards in Consumer Product Safety*, International Consumer Product Health and Safety Organization's Annual Conference, Orlando, FL. February 2010.
- Current Research in Product Safety*, Moderator, International Consumer Product Health and Safety Organization's Annual Conference, Orlando, FL. February 2010.
- What is a Children's Product?* American Apparel and Footwear Association Conference, Product Safety: Beyond Quality Control, New York, NY. June 2010.
- Research in Consumer Product Safety*, Moderator, International Consumer Product Health and Safety Organization's Annual Conference, Washington, D.C. February 2010.

The Role and Limitations of Voluntary Standards in Consumer Product Safety, Annual Meeting of the Human Factors and Ergonomics Society's 53rd Annual Meeting, San Antonio, TX. October 2009.

The Importance of Human Factors Analysis in Product Design, Second Annual Product Safety and Liability Conference, Washington, D.C. September 2009.

Portable Pools – Update on an Emerging Hazard, International Consumer Product Health and Safety Organization's Annual Conference, Orlando, FL, February 2009.

Applications of Definitions from a Human Factors Perspective, CPSC Lead & CPSIA Meeting, U.S. Consumer Product Safety Commission, Bethesda, MD. November 2008.

The Utility of Adding Brief Instructional Cues to a Hunting Safety Restraint, the Human Factors and Ergonomics Society 51st Annual Meeting, New York, NY. September 2008.

Human Factors Considerations in Designing Consumer Products, Midwest Regional Training, International Consumer Product Health and Safety Organization, Oak Brook, IL. May, 2008.

Toy Premiums and Children Under Three Years of Age, 2008 International Consumer Product Health and Safety Organization's Annual Conference, Washington, D.C., February 2008.

Research Issues in Human Factors and Product Safety, Moderator, International Consumer Product Health and Safety Organization's Annual Conference, Washington, D.C. February 2008.

Human Factors Analysis for Preventing Hazards, Invited speaker, International Consumer Product Health and Safety Organization's Asia Conference, Beijing China. May 2007.

Portable Pools: An Emerging Hazard, Invited speaker, Drowning Prevention Symposium, Phoenix, AZ. April 26, 2007.

Current Research in Human Behavior and Safety, Moderator, International Consumer Product Health and Safety Organization's Annual Conference, February 2007. Orlando, FL.

Human Factors Analysis and Product Safety Assessment, Product Safety Training Seminar, Consumer's Union, Yonkers, NY. March 2006.

Parents of Juvenile Firesetters: Perceptions of the Child Play Fire Hazard, SOS Fires Research Roundtable - International Conference on Youth Firesetting Behaviors, Welches, OR. November 2005.

- Practical Applications of Human Attributes in Product Safety, Warnings & Instructions*, Moderator; *Practical Applications of Human Factors*, Human Factors Symposium sponsored by ICPHSO, CPSC, and Specialized Technology Resources (STR), Bethesda, MD. September 2005.
- Supervision of Young Children*, Invited speaker, International Consumer Product Health and Safety Organization's Annual Conference, Orlando, FL. February 2005.
- Current Issues in Age Grading*, Moderator, International Consumer Product Health and Safety Organization's Annual Symposium, Orlando, FL. February 2005.
- Creating Safer Products - Theory & Application of Risk Assessment*. Moderator, International Consumer Product Health and Safety Organization's Annual Symposium, Orlando, FL, February 2005.
- Human Factors Seminar*, Toy Premium Safety Conference, Shenzhen, China. October 2004.
- Supervision of Children Ages Two through Six*, Plenary/Keynote speaker, Toy Industry Association Annual Conference, Chicago, IL. July 2004.
- Supervision in Injury Prevention*, Centers for Disease Control, Invited speaker, Atlanta, GA. August 2003.
- Recall Effectiveness Meeting* – Invited speaker, U.S. CPSC, Washington, D.C. May 2003.
- Who's Responsible for Safety: Manufacturers, Retailers, Consumers and the Government*, International Consumer Product Health and Safety Organization Annual Symposium, Orlando, FL. February 2003.
- Hazards to Infants and Toddlers*, Invited speaker, Parents Education Network, Potomac, MD. January 2003.
- Hazards to Infants and Toddlers*, Invited speaker, Parents Education Network, Potomac, MD. April 2002.
- The Safety Hierarchy For Addressing Product Hazards*, International Consumer Product Health and Safety Organization, Orlando, FL. March 2002.
- Product Safety*, Southeastern Quality Conference, Atlanta, GA. October 2001.
- Developing a Comprehensive In-house Product Safety Program*, International Consumer Product Health and Safety Organization, Orlando, FL, February 2001.
- Hazards to Infants and Toddlers*, Parents Education Network, Rockville, MD. January 2001.
- Parental Behaviors Associated with Utility Lighters*, Testimony at the U.S. Consumer Product Safety Commission Hearings on Multi-Purpose Lighters in response to the Notice of Proposed Rulemaking (NPR), U.S. CPSC Headquarters, Washington, D.C., January 1999.
- Hazards to Infants and Toddlers*, Parents Education Network, Montgomery County, MD

locations, 1999, 1998, 1997.

School Playground Injuries in the U.S., American Public Health Association Annual Conference, Washington, D.C. 1998.

Differentiated alarm signals for carbon monoxide detectors, Human Factors and Ergonomics Society's 40th Annual Meeting, Santa Monica, CA. September 1996.

Injuries and Fatalities Associated with Home Playground Equipment, Playground Safety – An International Conference, State College, PA, November 1995.

Labeling: A Regulatory Alternative, Interagency Regulatory Colloquium, Washington, D.C., 1993.

Hazards to Infants and Children in the Day Care Setting, American Academy of Pediatrics (AAP) and the Centers for Disease Control (CDC) International Conference on Day Care and Child Health, Atlanta, GA, October 1992.

Consumer Product Safety, area hospitals, Washington D.C., Virginia and Maryland, 1992.

Effectiveness of Warning Labels in Injury Risk Reduction and Trends in Human Factors for Consumer Products, American Public Health Association (APHA) Annual Conference, New York, NY, October 1990.

Warning Label Design and Effectiveness, International Toy Fair, New York, NY, February 1990.

Professional Affiliations

ASTM International, Board of Directors, 2020-2022; Executive Committee (F15.90); Subcommittee Chair Liquid Laundry Packets.

Kids in Danger (KID), Consumer Advisory Council on Design Safety (2020 – present)

International Consumer Product Health & Safety Organization (ICPHSO), Past-President, Board Member.

Underwriters Laboratories – Consumer Advisory Council (2006-); UL Appeals Review Board (2010-); Portable Generators STP.

ANSI – Window Coverings Oversight Committee (2010-2012; 2016 to present).

Human Factors and Ergonomics Society (1985-), Children's Issues Technical Group (Past Chair).

American Psychological Association, Full Voting Member. Member of Forensics Technical Group (1986-).

Carol Pollack-Nelson, Ph.D.
Independent Safety Consulting, LLC
13713 Valley Drive
Rockville, Maryland 20850
pollacknel@comcast.net
(301) 340-2912

Testimony Record – 2015 - 2020

Mejia v. Big Lots

Date: April 14, 2015

Issue: Reasonable use of torch fuel, warnings.

Attorney: Matt Finklestein, Sico White, Hoelscher, Harris & Braugh, LLP for the Plaintiff

Amica Mutual Insurance Company, A/S/O Richard Hanlon v. GHP Group, Inc.

Date: March 12, 2016

Issue: Instruction manual, warnings associated with propane heater

Attorney: Matthew Kennedy, Sloan and Walsh, for the Plaintiff

Miller v. Coty, Inc.

Date: April 28, 2016

Issue: Warnings, instructions, foreseeable use associated with bikini wax

Attorney: Terrance Massey, Jr., Dolt, Thompson, Shepherd & Kinney, PSC

Wilson v Ameristep

Date: August 30, 2017

Issue: Warnings, instructions, foreseeable use with a hunting ladder stand.

Attorney: John Baldante, Levy, Baldante, Finney & Rubenstein, P.C.

Attachment 3: Marketing and Advertising

2013 Big Book Ad – Toys R Us

Save \$30
119.99 CALICO CRITTER Gift Set

BUY 1 AND GET 1 50% OFF ALL

29.99 each
CALICO CRITTERS Burger Cafe
Possible legs and arms, 4 Critters / Ages 3-up, 959477

29.99 each
CALICO CRITTERS Supermarket
Possible legs and arms, 4 Critters / Ages 3-up, 960477

39.99 each
CALICO CRITTERS Lakeside Lodge
Possible legs and arms, 4 Critters / Ages 3-up, 938477

ONLY 9.99 ANY calico critters Family*
with ANY total Calico Critters purchase of \$70 or more

Choose From over 10 families!

Save \$10
39.99 each
CALICO CRITTERS Cozy Cottage

ONLY 49.99 each
CALICO CRITTERS Family Camper

29.99 Sale
CALICO CRITTERS Chevy Grubler

Save \$10
39.99 each
CALICO CRITTERS Townhome Giftset

only at **Toys R Us**

2013 IPL – Annual Catalogue (pp. 94 – 147)



Meet the Citizens of Cloverleaf Corners!

Adorable Critters come with removable clothing. Family Critters are poseable, with jointed arms and legs, and heads that turn! Twins have heads that turn. Parents are approximately 3" tall, brothers and sisters are 2¼" tall, and the twins are 1¼" tall.

Collect them all!

Calico Critters™



- Case Pack: 6
- Package Size: 7¾" x 2¾" x 6¾"
- Case Pack: 6
- Package Size: 4½" x 1¾" x 5"

See p. 129

Perfect for the Calico Critter fan on the go!



See p. 142



Create a Calico Critter "Home" in your store!



Build your Calico Critter business with store promotions!

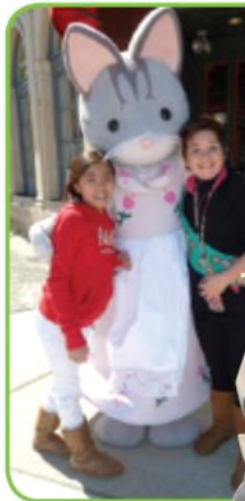
Store events are an inexpensive yet extremely effective way to grow your sales and improve customer loyalty. And with all the free materials and support we offer, they are also easy to organize!

Calico Critters™



- ♥ Invite your customers to a Calico Critter playday
- ♥ Bring the critters to life with Mrs. Fisher Cat mascot costume
- ♥ Use the Box of Fun materials for arts and crafts sessions
- ♥ Provide small giveaways that will go a long way
- ♥ Enter your Calico customers into a raffle to win a prize

Ask your Sales Representative or our Customer Service Department about our new and improved Mascot Day Program



To place an order, call our Customer Service Team at 1-800-631-1272 (M-F 8:30am – 5:00pm EST)

147

2013 – Calico Critters Brochure (images with children)





2104 – Clover Leaf Manor, Package Back



2015 – Townhome Packaging, Back Final



2108 Town Series, Toy Insider Banner Ad



Calico Critters®
TOWN

Collect, Connect
Create!

Now Available
at Amazon and independent retailers

www.calicocritters.com   

© EPOCH

The banner features two young girls playing with a Calico Critters Town toy set. The set includes a pink bus, a blue building, and several animal figurines. The background is a soft-focus indoor setting. The text is in a playful, rounded font. The bottom of the banner shows three animal figurines: a dog, a rabbit, and a cat, each holding a small basket.

**Attachment 4 –
Market Review of Small Figures with Flocking, Bottles and/or Pacifier,
and Removable Clothing
August 4, 2020**

To learn how products with attributes similar to Calico Critters Yellow Labrador Twins are age graded, we searched Google.com and Amazon.com for figures with “flocking”, “bottle”, “pacifier”, and “removable clothes”. The results of this research are presented below.

Contents

I. Flocked Toys- Ages 3+	1
II. Flocked Toys- Under 3	7
III. Toys with Bottles/Pacifiers – Ages 3+	8
IV. Toys with Bottles/Pacifiers – Under 3	14
V. Toys with Removeable Clothing – Ages 3+	17
VI. Toys with Removeable Clothing – Under 3	19

I. Flocked Toys- Ages 3+

1) Lil Woodzeez Collection, 3+

Lil Woodzeez collection are hard-bodied, flocked animal families that range in size from 2”-3.25”.¹ Lil Woodzeez has several playset and animals representing a different family in the collection.

a) Bushytails²



¹ <https://parental.guidanceguide.com/big-kid-toys/reviews/lil-woodzeez-families-and-play-sets-0760225e00b7#:~:text=They%20range%20in%20height%20from,is%20wearing%20a%20teeny%20diaper.>

² <https://www.target.com/p/li-8217-l-woodzeez-miniature-animal-figurine-set-bushytail-squirrel-family/-/A-51255353>

b) Li'l Woodzeez Baby Animal Toy Set with Accessories – Babez Surprise³



2) Disney Jr. TOTS Babies, 3+⁴

Based on an amazon Q&A, the animals are 1.5” – 2”.



³ <https://www.target.com/p/li-8217-l-woodzeez-baby-animal-toy-set-with-accessories-8211-babeez-surprise/-/A-53408908>

⁴ https://www.amazon.com/Disney-Jr-T-T-S-Surprise/dp/B07PJVFTRQ/ref=sr_1_8?dchild=1&keywords=disney+jr+tots&qid=1596394663&s=toys-and-games&sr=1-8

3) Hatchimals- Colleggtibles, Season 4 Midnight Masquerade, 5+⁵

Hatchimal Colleggtibles are small figures located in an egg the user rubs and presses to hatch. Most figures from the “colleggtibles” are hard plastic and some editions feature flocked figures. For example, the flocked figure, “Midnight Koalabee” (shown below), measures 1.17” tall and 1” wide at the largest locations.



⁵ <https://kid-time.net/wp/2018/04/29/hatchimals-colleggtibles-season-4/>

4) **Crayola Scribble Scrubbie Pets, 3+⁶**

Example products of a bird and horse Scrubbie ranged from 2" - 3" tall.



5) **Ugly Dolls, 4+⁷**

Each toy is approximately 1-2 inches tall and is inspired by the kooky characters from the epic animated movie, UglyDolls.



⁶ https://www.target.com/p/crayola-1ct-scribble-scrubbie-pets/-/A-76431889?ref=tgt_adv_XS000000&AFID=google_pla_df&fndsrc=tgtao&CPNG=PLA_Seasonal%2BShopping_Local&adgroup=SC_Seasonal&LID=70000001170770pgs&network=g&device=c&location=9007779&ds_rl=1246978&ds_rl=1248099&ds_rl=1247068&gclid=Cj0KCQjwyJn5BRDrARisADZ9ykF1hMII T5HL0wxn68tzT8ZHgDjQ9z7sp0K0J AdaYehoDrPreJ-M0aAirmEALw_wcB&gclsrc=aw.ds

⁷ <https://www.walmart.com/ip/UglyDolls-Super-Soft-and-Fuzzy-Mini-Toys-Walmart-Exclusive/172669743>

6) **Melissa Doug Safari Sidekicks, 3+⁸**

Collection of 10 assorted miniature safari animal figures ranging from approximately .75 inch⁹ to 3 inches tall.



7) **Hello Kitty Flocked Figures and Swing, 4+¹⁰**

Based estimation of a responder to an Amazon Q&A, the Hello Kitty figurine is 1.5 to 2".



⁸ https://www.amazon.com/Melissa-Doug-Safari-Sidekicks-Classic/dp/B072JV25HP/ref=sr_1_9?dchild=1&keywords=flocked+animal&qid=1596396334&sr=8-9

⁹ Assuming this is the height of the alligator.

¹⁰ <https://www.amazon.com/Hello-Kitty-Flocked-Figures-Swing/dp/B00NUAHVN6>

8) Flocked Farm Animals¹¹

2 ¼" tall



can children under 2 use these toys ?

Sandya S. | May 11th, 2020



BEST ANSWER: These are 2 1/4 inches tall. This would be your decision to make as we don't recommend our items for children under the age of 3 years.

Staff

May 12th, 2020

STAFF

8. My Little Pony- So Soft, 3+

A flocked My Little Pony collection was released in 1985-1986. One exemplar pony on a resale website is 5 ¼" tall.¹²



¹¹ https://www.orientaltrading.com/flocked-farm-animals-a2-13780295.fltr?sku=13780295&BP=PS544&ms=search&source=google&cm_mmc=GooglePLA-_-1398795105-_-58038653187-_-13780295&cm_mmca1=OTC%2BPLAs&cm_mmca2=GooglePLAs&cm_mmca3=PS544&cm_mmca4=FS39&cm_mmca5=Shopping&cm_mmca6=PLAs&cm_mmc10=Shopping&cm_mmca11=13780295&cm_mmca12=12ct-Flocked-Farm-Animals&gclid=Cj0KCQjwyJn5BRDrARIsADZ9ykGXu7YGHHeStX310QZSi4N_uG94cNR5VifvTV_uQ1s-23dJpME-lwgaAjWvEALw_wcB

¹² <https://www.jadeesantiquebearshoppe.com/products/vintage-my-little-pony-fuzzy-felt-horse-cupcakes-on-rear-w-teal-blue-mane-5-in>

II. Flocked Toys- Under 3

A search of Google and Amazon for “flocked animals” “flocked figure” “flocked toy” could not locate any “flocked” toys with an age grade under 3 years of age. There was one product on Amazon given an erroneous age grade of 3 months, that likely was meant to have an age grade of 3 years+.

One retailer sells flocked figurines that appear to be 2.5” tall with an age range of 2-4 years in the specifications. The minimum amount that can be purchased are 50 items so it is likely not intended for individual purchase rather for commercial purposes.¹³

¹³ https://www.dhgate.com/product/6cm-pvc-flocked-dolls-toys-furry-panda-pengiu/411622012.html?skuid=445370345757577216#redirect_detail=WAP2PC

III. Toys with Bottles/Pacifiers – Ages 3+

1) Cry Babies

a. Cry Babies Magic Tears Bottle House, Multi-color- 3+¹⁴



b. Cry Babies Magic Tears - Paci House Series¹⁵

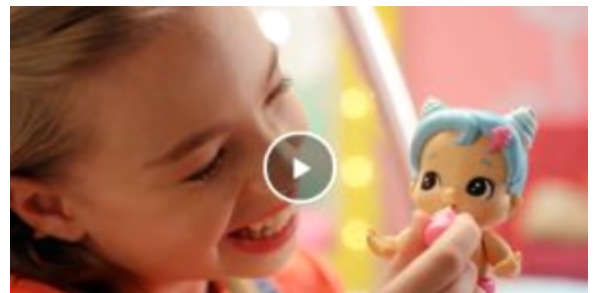


¹⁴ https://www.amazon.com/Cry-Babies-Magic-Tears-98442/dp/B07DM8NX9C/ref=sr_1_67?dchild=1&keywords=toy+with+bottle&qid=1596418332&sr=8-67

¹⁵ https://www.target.com/p/cry-babies-magic-tears-paci-house-series/-/A-79402523?ref=tgt_adv_XS000000&AFID=google_pla_df&fndsrc=tgtao&CPNG=PLA_Toys%2BShopping_Local&adgroup=SC_Toys&LID=700000001170770pgs&network=g&device=c&location=9007792&ds_rl=1246978&ds_rl=1248099&gclid=Cj0KCQjw6575BRCQARisAMp-ksPgsXAENzvLydPCPOum1-XM1jaLxs3HlJBNAhD24JMxYn0kvmAfeqYaAntUEALw_wcB&gclsrc=aw.ds

2) Little Live Bizzy Bubs Single Pack, 5+¹⁶

Notes: electronic



¹⁶

https://www.amazon.com/dp/B06XP2PYFD/ref=sspa_dk_detail_5?psc=1&spLa=ZW5jcnlwdGVkUXVhbGlmaWVyPUEwOTYyMjc5MkdUOUNFSDJaMEIDRSZlbnNyeXB0ZWRBZEIkPUEwOTM2NDU3MU1NWU9KWFNLU0kmd2lkZ2VOTmFtZT1zcF9kZXRhaWwyJmFjdGlvbj1jbGlia1JlZGlyZWNOJmRvTm90TG9nQ2xpY2s9dHJ1ZQ==

3) Blume Baby Pop, 3+¹⁷



¹⁷ <https://www.amazon.com/Skyrocket-Blume-Baby-Pop-Surprises/dp/B07Y2MXKF4>

4) Baby Alive, 3+¹⁸



5) Barbie sets:

a) Barbie Skipper Babysitters Inc. Doll & Playset, 3+¹⁹



¹⁸ https://www.amazon.com/Baby-Alive-Sweet-Spoonfuls-Asian/dp/B072MHV3MM/ref=sr_1_3?dchild=1&keywords=Baby+Alive&qid=1596479521&sr=8-3

¹⁹ <https://www.target.com/p/barbie-skipper-babysitters-inc-doll-playset/-/A-75662365>

b) Barbie Skipper Babysitters Inc. Feeding And Changing Playset With Color-Change Baby Doll, Diaper Bag And Accessories, 3+²⁰



c) Barbie - Skipper Babysitters Inc Nap 'n' Nurture Nursery Dolls And Playset, 3+²¹



²⁰ https://www.walmart.com/ip/Barbie-Skipper-Babysitters-Inc-Feeding-And-Changing-Playset-With-Color-Change-Baby-Doll-Diaper-Bag-And-Accessories/783611271?wmlspartner=wlp&selectedSellerId=101017604&adid=2222222227340205436&wl0=&wl1=g&wl2=c&wl3=423429749167&wl4=pla-886759316396&wl5=9007779&wl6=&wl7=&wl8=&wl9=pla&wl10=165857230&wl11=online&wl12=783611271&veh=sem&gclid=Cj0KCQjw7qn1BRDqARIsAKMbHDbARNEU61egC-KICckL8rTobNY7Y_x1f_562S_w-RPDjGnr6Ei0xNlaAqMFEALw_wcB

²¹ https://www.bestbuy.com/site/barbie-skipper-babysitters-inc-nap-n-nurture-nursery-dolls-and-playset/6379180.p?skuld=6379180&ref=212&loc=1&extStoreId=288&ref=212&loc=1&gclid=Cj0KCQjw7qn1BRDqARIsAKMbHDbARNEU61egC-KICckL8rTobNY7Y_x1f_562S_w-RPDjGnr6Ei0xNlaAqMFEALw_wcB&gclid=Cj0KCQjw7qn1BRDqARIsAKMbHDbARNEU61egC-KICckL8rTobNY7Y_x1f_562S_w-RPDjGnr6Ei0xNlaAqMFEALw_wcB

6) **Hatchimals Hatchibaby, 5+²²**

Product packaging has the small parts choking warning on it. However, it is not possible to determine the size of the bottles and other accessories from the picture.



²² https://www.walmart.com/ip/Hatchimals-HatchiBabies-Cheetree-Hatching-Egg-with-Interactive-Toy-Pet-Baby-Styles-May-Vary-for-Ages-5-and-Up/811821102?wmlspartner=wlp&selectedSellerId=2415&adid=2222222227000000000&wl0=&wl1=g&wl2=c&wl3=42423897272&wl4=pla-51320962143&wl5=9007779&wl6=&wl7=&wl8=&wl9=pla&wl10=115062328&wl11=online&wl12=811821102&veh=sem&gclid=CjwKCAjw2uf2BRBpEiwA31VZj8n08QjxWNU8L2Fetif0vv6TL2awWLwE65Aj7pueq5Rr7asDmYdyRoCs2AQAvD_BwE

IV. Toys with Bottles/Pacifiers – Under 3

1) Fisher-Price Little People Cuddle & Play Nursery²³

Large bottle with a small figure.



2) Kidoozie Snug and Hug Baby Doll – Includes Removable Diaper and a Bottle – Ages 12 Months and Up²⁴



²³ <https://www.fisher-price.com/en-us/product/little-people-cuddle-play-nursery-gkp70>

²⁴ <https://www.kohls.com/product/prd-4212033/kidoozie-sweetie-doll.jsp?pfm=bdrecs-WebStore-PDP-Horizontal1-b1156-299&bdrecsId=cd4ecb50-0069-454a-af85-d52d67f960c5>



3) **Baby Stella, 12m+**²⁵
Magnetic, soft pacifier



²⁵ https://www.amazon.com/Manhattan-Toy-Baby-Stella-Peach/dp/B01C3I4UQ6/ref=sr_1_29?dchild=1&keywords=dolls+with+pacifier&qid=1596419185&sr=8-29

4) Melissa & Doug Jenna - 12" Doll- 18m+²⁶



²⁶ https://www.amazon.com/Melissa-Doug-12-Inch-Included-Wipe-Clean/dp/B0037UP9MY/ref=sr_1_25?dchild=1&keywords=dolls+with+pacifier&qid=1596419326&sr=8-25

V. Toys with Removeable Clothing – Ages 3+

- 1) Tiny Tukkies Doggy Preschool Playtime Playset and Baby 'n' Crib Set Blind Plush Mini Pack Bundle, 3+²⁷



- 2) Lil Woodzeez



- 3) Liberty Imports Cute Lil Baby Doll Collection - Set of 6 Mini Infant All Vinyl Dolls for Girls with Cradle, High Chair, Walker, Swing, Bathtub and Infant Seat (5 inches Tall), 3+²⁸

²⁷ <https://www.amazon.com/Tiny-Tukkies-Preschool-Playtime-Playset/dp/B07WQJNGCP>

²⁸ https://www.amazon.com/Liberty-Imports-Collection-Infant-Bathtub/dp/B07L5YZSZJ/ref=sr_1_54?dchild=1&keywords=miniature+doll&qid=1596398645&sr=8-54



4) **HABA 300519 Little Friends Feli Doll²⁹**

Dolls are approximately 4” tall. One amazon Q&A states the following: “I purchased for my granddaughter age 5. She loved it . . . girls like the changes this dolly goes through. It is sturdy enough for little fingers. I wouldn't advise any younger in age. Though girls to age 8 would enjoy it too.”



²⁹ https://www.amazon.com/HABA-Little-Friends-Feli-Dollhouse/dp/B00U4T6V96?pf_rd_r=T1HERVGSB6S8HAQXWB9G&pf_rd_p=be25f964-4afb-442f-819e-9e628b270a7c&pd_rd_r=cc12e28f-87fb-4151-a4d0-b85e96aac562&pd_rd_w=z6O1u&pd_rd_wg=Zysn0&ref=ped_gw_ci_mcx_mr_hp_d

VI. Toys with Removeable Clothing – Under 3

1) Kidoozie Sweetie Doll, 12m+



2. Dress-me Emily³⁰

Kidoozie, Ages 18+ months



³⁰ https://www.amazon.com/Kidoozie-G02395-Dress-Me-Emily/dp/B004RRLCZE/ref=cm_cr_arp_d_product_top?ie=UTF8

3. GUND April Springtime Dolly 13 Inch Plush Doll with Removable Bonnet and Dress, 12m+³¹



³¹ https://www.amazon.com/GUND-Easter-April-Spring-Dolly/dp/B00F4WM228/ref=asc_df_B00F4WM228/?tag=hyprod-20&linkCode=df0&hvadid=311996018395&hvpos=&hvnetw=g&hvrnd=11964851730801175033&hvpon=&hvptwo=&hvqmt=&hvdev=c&hvdvcmdl=&hvlocint=&hvlocphy=9007792&hvtargid=pla-569702226923&psc=1

**Attachment 5:
Calico Critters "Twin" Sets¹**

Yellow Labrador Twins



Hopscotch Rabbit Twins



Picklewood Hedgehog Twins



¹These twin sets, found online, are sold by various retailers. Efforts were made to locate twin sets with bottle and pacifier and ride-on vehicle.

Toy Poodle Twins



Ellwoods Elephant Twins



Persian Cat Twins



Chipmunk Twins



Wilder Panda Twins



Cuddle Bear Twins



Kangaroo Twins



Sandy Cat Twins



Maple Cat Twins



Hamster Twins



**Attachment 6:
Calico Critters Twin Sets with Pacifier and Bottle Accessory
Consumer Reviews Mentioning User Age**

A total of 39 reviews of Calico Critters Twin Sets with the pacifier and bottle accessory were located in on-line searches of Google.com/shopping, Amazon.com, Walmart.com, and Influenster.com. The comments below are arranged in order of age, from youngest to oldest. Some reviewers mentioned that the toys are used by multiple children of different ages; these reviews are inserted into the youngest age group mentioned.

2 Years:

- Really cute. Really tiny. Expensive. Well made with soft velvet like fur material. Granddaughter 21/2 carries them all around the house, bottle too small for her to play with - choking hazard.
https://www.amazon.com/gp/customer-reviews/R170TETP126RQW/ref=cm_cr_ar_p_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- I bought these for an almost 3-year-old, but decided to hold them back until she is older since the bottle and pacifier is SO TINY! They are adorable though, and the larger critters were a hit on Christmas.
https://www.amazon.com/gp/customer-reviews/R33T57C2BE8G15/ref=cm_cr_ar_p_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY

3 Years:

- The Calico Critters Wilder Panda Bears are just so cute. Very small, but then that is why they are so cute. My 3-year-old grandchild loved them. They even have a very small baby bottle to use with the bears. They are small, but knowing that going in, it is okay. She played long hours with them. I would buy them again.
https://www.amazon.com/gp/customer-reviews/R33K0EXOFEICLE/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- My 3.5-year-old loves Calico Critters (probably from all the commercial she sees at mama was house)! It usually keeps her busy, which is saying a lot bc she's a busy body. These particular ones, she gets frustrated with because paci and bottle don't stay in. Not sure if they are meant to, but she wants them to - and is not a happy camper about it!
<https://www.walmart.com/ip/Calico-Critters-Wilder-Panda-Bear-Twins/51571564>
- I'm a big fan of the velvety soft little Calico Critters. While many of the dolls out there are super skinny girls that I'm not thrilled about (not 100% opposed to) these little guys allow for a more innocent play. They are a nice size for little hands, and surprisingly durable. Pros: The accessories impress me with quality. The tiny pacifier and bottle do not have sloppy paint jobs, plastic pieces

that haven't been trimmed off, or ridges from a mold that you might see elsewhere. While these things may not bother others, but it drives me nuts. The bottle and pacifier are made and painted like you would expect a nice toy to be. The BEST part about these and other baby Calico Critters are the design of the clothing. Whether it's elastic or tiny Velcro, the seams aren't coming apart, the Velcro isn't pulling off, and it's easy for my daughter to manipulate- despite it being so tiny! (fyi daughter received when 3, now is 4yrs old) She still plays with and enjoys them. Cons: Tiny tiny tiny. The little pacifier is scarcely the size of my fingernail on pinky finger. These little accessories will sink right into a plush rug or be swept up with pet hair easily. However, we have hardwood floors and no pets. My daughter does a pretty good job of picking up and the real little accessories get tossed in a special bin. We still have ours so it can done.

https://www.amazon.com/gp/customer-reviews/RSO8WPKGAQT10/ref=cm_cr_ar_p_d_rvw_ttl?ie=UTF8&ASIN=B0012BSNJK

- My granddaughter is three and loves miniature toys. She played with the calico critters for hours. Very cute to watch. She loved the little baby bottle and pacifier.
<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twin+set+review&sxsrf=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>
- My 3 year old just loves these easy for her to care around
Only problem bottle and bink our a little small for so kids ad easy to loss
<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twin+set+review&sxsrf=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>
- Super cute! The tiny pacifier and bottle are pretty small for a 3-year-old but my daughter still loves them.
<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twin+set+review&sxsrf=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>
- Our 3-year-old loves Calico Critters and anything small! Good luck keeping the tiny pacifier and bottle without them getting lost! Hard to put on the clothes with adult fingers! Daughter loves the dogs!
<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twin+set+review&sxsrf=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>
- I bought these for my three-year-old but even my seven year old loves to play with them. The pacifier was lost almost instantly. I wish it would have been attached, but still very cute and decent quality.

<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twin+set+review&sxsrf=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>

4 Years:

- Very cute little bunnies. I'm only giving it 4 stars because the tiny pieces that come with the babies are difficult for a child to use. The pacifier and bottle are supposed to fit in the baby's mouths but they are extremely tiny and fall out easily. My 4 yr old asks me to put them back in over and over and gets frustrated that they don't stay in the baby's mouths.
https://www.amazon.com/gp/customer-reviews/R2QBRUG111LJJK/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B0012BSNJG
- My daughter thinks these are the cutest! Heads turn but bodies are not posable. Bottle and paci are teeny tiny but do fit in the mouths. Got these for my 4-year-old and my 7 yr old has enjoyed them today as well.
https://www.amazon.com/gp/customer-reviews/R1NT1IC0HS47KG/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B0012BSNJG
- These are adorable, but so tiny.... However, my granddaughter loves them. She is four years old, but has to be sure to keep away from her one year old brother due to the tiny pieces.... the pacifier & bottle. Now she is hooked on Calico Critters...very expensive but they show a lot of detail.
https://www.amazon.com/gp/customer-reviews/R1H8B99ZXQYEXO/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- These are so cute. Our 4-year-old loves playing with them in her dollhouse. We also purchased the bear family and the nursery furniture to go with it. I love that the pacifier and bottles work in their mouths! Very cute!
https://www.amazon.com/gp/customer-reviews/R1BWLIEML1DI7X/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- Adorable set of toys. The bottle and pacifier are super tiny. My 4-year-old loves them.
https://www.amazon.com/gp/customer-reviews/RB98D1R64YHIJ/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- Adorable. intricate clothes, comes with tiny bottle and pacifier that can be put in the baby's mouths. My 4-year-old loves these.
https://www.amazon.com/gp/customer-reviews/R1SZDLSZC0SV2N/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- I gave these to my 4-year-old daughter for Christmas and she loves them! The binky and bottle are darling! I love all the calico critters products I have purchased and would recommend these as well

to anyone! My daughter is now collecting them and she plays with them every day. Great product!

https://www.amazon.com/gp/customer-reviews/R23NO1G3GK2KZF/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B0012BSNJG

- These yellow Labrador twins are so cute! They come with a baby bottle and a pacifier and their mouths have a little hole so they can keep the pacifier in or “drink” from the bottle. My 4 year old is obsessed and wants the entire town.

<https://www.influenster.com/reviews/calico-critters-yellow-labrador-twins-1-ct>

- Very cute little bunnies.

I'm only giving it 4 stars because the tiny pieces that come with the babies are difficult for a child to use. The pacifier and bottle are supposed to fit in the babies mouths but they are extremely tiny and fall out easily. My 4 yr old asks me to put them back in over and over and gets frustrated that they don't stay in the babies mouths.

https://www.amazon.com/gp/customer-reviews/R2QBRUG111LJUK/ref=cm_cr_othr_d_rvw_ttl?ie=UTF8&ASIN=B0012BSNJG

5 Years:

- These little bunnies are pretty cute. Perfect for a 5yr old girl. They are simple, just the bunnies and a teeny tiny bottle and pacifier. https://www.amazon.com/gp/customer-reviews/R275DOSAPSRNO9/ref=cm_cr_ar_p_d_rvw_ttl?ie=UTF8&ASIN=B0012BSNJG

- Very cute and just what my almost 5 granddaughter wanted for her birthday. https://www.amazon.com/Sylvanian-Families-Persian-Cat-Twins/dp/B0104BL8M8/ref=cm_cr_ar_p_d_bdcrb_top?ie=UTF8#customerReviews

- Granddaughter was thrilled with calico critters baby bunnies and the nursery which is perfect for a 5 year old's role play.

<https://www.walmart.com/ip/Calico-Critters-Hopscotch-Rabbit-Twins/37463026>

- I bought my 5-year-old Calico Critters for her 5th birthday. I bought these twins along with the toy poodle family. This was my first CC purchase so I can't compare them to any other twin sets. They are adorable and came with a pacifier and bottle. My daughter loves putting them in the little strollers and dressing them up. The only issue I have with the twins in that the diaper/bloomers they come with fit very, very loosely and are always falling off and I wished they fit better. I don't know if this is just ours or all of them. Other than that, great quality, age appropriate toy!

https://www.amazon.com/gp/customer-reviews/R1YUC2AIN69SCF/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY

- I bought these for my granddaughter for her birthday because she has the Calico Critters house and several other of the animals. She loved these, especially the bottle and pacifier that came with

them. Now she wants the "mom and dad" to go with them! A big hit for our 5-year-old.

https://www.amazon.com/gp/customer-reviews/R1IF9ZYIB0VG28/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY

- My 5 yr old daughter chose to buy these with a gift card from Christmas. They are the cutest little animals ever!! She has enjoyed them even though she doesn't have any of the other calico critters. The only problem has been the tiny pacifier and bottle. We've had to be very careful not to lose them in our shag carpet and to keep them out of reach of our 1 yr old!

<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twin+set+review&sxsr=AleKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEWij5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>

6 Years:

- These little guys are a very cute duo and fit in perfectly with the rest of the Maple cat family. They come with small accessories such as a small bottle which adds to their charm, but is also difficult for my daughter (6yo) to keep track of.
https://www.amazon.com/gp/customer-reviews/R1B3YGDO3DBH9X/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- Very small. Lost the bottle and paci the minute the package was opened. So soft and sweet, my 6yr old loves Calico Critters.
https://www.amazon.com/gp/customer-reviews/R1Q6W937WID7KT/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- My 6 yr old granddaughter screamed with delight over these twins!! They are sooo cute! One with a pacifier and one with a bottle!
https://www.amazon.com/gp/customer-reviews/R9MNG5XEALNKH/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- These puppies come with pacifier and a bottle. My 6-year-old loves dressing them and feeding them. https://www.amazon.com/gp/customer-reviews/R29SVQ002WJD79/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- Super-duper adorable and fuzzy kitty's. Calico critter babies were #1 on my 6-year-old daughters Christmas list. These are cute and well made but buyers should know they are super tiny with super tiny bottle and binky. These are a choking hazard. I personally wouldn't recommend them for any child under 5 years old but the manufacturer says under 3 years old. I guess it depends on the maturity level of your child, just please be careful if buying for kids under 5 ❤️
https://www.amazon.com/Calico-Critters-Persian-Cat-Twins/dp/B078J46YSH/ref=sr_1_6?dchild=1&keywords=calico+critters+twins&qid=1591928678&sr=8-6#customerReviews
- These are the cutest, comes with a pacifier and bottle that fits into the baby bunnies mouth. My granddaughters ages 6, 8, 9 and 11 love calico critters and they fit perfectly (unwrapped of course)

into a medium Easter egg for hunting. I purchased four different twins for my girls.

<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twin+set+review&sxsrf=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>

7 Years:

- My seven-year-old daughter loves the Calico Critters range of toys, especially since she is keen on making up stories and playing make believe. I purchased the Hopscotch Rabbit family for her and also got this twin babies set. The set comes with a pair of bunny babies - a boy and a girl. They are really super cute and have on a blue diaper and a pink diaper. In addition, this set also comes with a pacifier and a bottle. The pacifier can actually be stuck into the mouth of the bunnies. The Calico Critters range of toys is really cute and detailed enough to keep even older children entertained.
https://www.amazon.com/gp/customer-reviews/R31QU8TOUC7GHT/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B0012BSNJG
- I might have bought these for myself more than my 7-year-old. The Hazelnut Chipmunk twins are SOOOO cute! I bought these for my 7-year-old daughter's birthday. She squealed when she opened them. The bottle and pacifier stay in their mouths. The little arms and legs move. I am happy with this purchase. The pieces are tiny. I would definitely follow the age requirements on the box.
https://www.amazon.com/gp/customer-reviews/R1XIX13QBV5RJM/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- My seven-year-old daughter loves the Calico Critters range of toys, especially since she is keen on making up stories and playing make believe. I purchased the Hopscotch Rabbit family for her and also got this twin babies set. The set comes with a pair of bunny babies - a boy and a girl. They are really super cute and have on a blue diaper and a pink diaper. In addition this set also comes with a pacifier and a bottle. The pacifier can actually be stuck into the mouth of the bunnies. The Calico Critters range of toys is really cute and detailed enough to keep even older children entertained.
https://www.amazon.com/gp/customer-reviews/R31QU8TOUC7GHT/ref=cm_cr_ar_p_d_rvw_ttl?ie=UTF8&ASIN=B0012BSNJG

8 Years and Older:

- My 8yr old daughter loves these critters and she has a lot more of the family.
<https://www.walmart.com/ip/Calico-Critters-Sandy-Cat-Twins/51571590>
- Ordered these for my 8-year-old for her birthday. She absolutely loves them!! But they are small and the pacifier and bottle are super small pieces. But the package and contents were in excellent condition. Will buy her more.
https://www.amazon.com/gp/customer-reviews/R3BF9F0J5LCBL2/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY

- These are the cutest. My 8-year-old niece requested these specifically for her birthday. She was particularly charmed by the tiny pacifier and bottle. The twin panda babies were immediately "adopted" into her calico critter world. Teeny tiny accessories. Definitely not for little ones who still put things in their mouth.
https://www.amazon.com/gp/customer-reviews/R24N0SICQZXAMO/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- We love Calico Critters and the Hopscotch rabbit twins are just as soft and adorable as any of them. My daughter (9YO) loves the bottle and binkie that comes with them and actually stays in their mouths!
<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twin+set+review&sxsrf=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>
- I had a family of calico critters when I was a little girl, so I was super thrilled to see one of my daughters interested in them. This is the first set my (soon to be 13 yr old) daughter has gotten. Both Honey and Hopscotch are ADORABLE! They are fuzzy and little (about the size of the Littlest Pet Shop pets~the parents are bigger). There was a tiny bottle and a pacifier in the box with the bunnies. The bottle stays in the mouth better than the pacifier, but still they are really cute. My daughter is a Littlest Pet Shop fanatic, so I thought I'd see if she wanted to start collecting calico critters. I don't think I'd purchase this set for a smaller child since the pieces are tiny and easily lost. I think 6+ is more of a realistic age unless you have a super responsible child who won't lose the little pieces and clothes.
<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+twin+set+review&sxsrf=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>

Adult Collectors:

A good number of consumer reviews indicate that the Calico Critters are purchased for the adult collector. Some examples are shown below.

- These are stinking adorable. I bought them for my 21 yr old daughter, along with a few other sets. She just likes them on display and doesn't actually play with them of course. As such, I can't really speak on how they hold up to long term play. They truly are adorable though.
https://www.amazon.com/Calico-Critters-Ellwoods-Elephant-Twins/product-reviews/B002RCFTLY/ref=cm_cr_getr_d_paging_btm_next_8?ie=UTF8&reviewerType=all_reviews&pageNumber=8&filterByKeyword=bottle

- Absolutely adorable little critters. I'm so in love and they're going into my collection. Love their little feeding bottle and pacifier.
https://www.amazon.com/gp/customer-reviews/R3CXWGL9VYLAYV/ref=cm_cr_ar_p_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- These are some pretty cute kittens. The reason why I have four stars instead of five is because the pacifier will fall out, but it fits if you don't move it. For the bottle, it can't really stay/stick in their mouth, which sucks. These are pretty small so be careful. All in all, it's a cute product, and you should consider adding it to your collection.
https://www.amazon.com/gp/customer-reviews/R11YLI83TF3T8Z/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- Very cute little bears for our calico play area. I love calico critters. These bears are so adorable and come with the little miniature clothes and feeding bottle. Great addition to our collection.
https://www.amazon.com/gp/customer-reviews/RJ65A8P3XXABS/ref=cm_cr_ar_p_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- Bought these at my local store because I'm a fan of anything panda related they are soo cute and fuzzy!! If you're going to buy them for a littler child take into consideration that these pandas do come with a small pacifier and bottle and they could get lost real easily. But since i bought mine to basically sit on a shelf I won't have to worry about that. They are a little pricy but Who says a little bit bigger kid can't have cute toys too :)
https://www.amazon.com/gp/customer-reviews/RU5MRF6NHEW31/ref=cm_cr_getr_d_rvw_ttl?ie=UTF8&ASIN=B002RCFTLY
- These are adorable figures. Great for kids and collectors. I bought these and the family pack and they go so well together. The little bottle and pacifier are adorable.
<https://www.google.com/shopping/product/1107908162582760787/reviews?q=calico+critters+win+set+review&sxsrf=ALeKk02yACv74gc2vHnGiLnzOxrqbh89Yw:1593991751423&biw=1582&bih=746&sa=X&ved=0ahUKEwj5vaTorfqAhWkgnIEHQdxAYYQqSQIRA>