

Product Safety Notice 25th June 2026

tickit® Sensory Blocks (product code:73281)



We have identified that the four sand-filled blocks that form part of the 73281 Sensory Blocks may contain trace levels of asbestos within the sand.

The sand is securely sealed in plastic cases within the wooden blocks and is not accessible under normal use. The exposure risk level is very low.

The current UK Health & Security Agency guidance for asbestos is zero tolerance. Therefore, as a precautionary measure, we are asking our customers to stop using the four sand-filled blocks immediately and follow the instructions below.

This safety notice relates to a specific batch of the product – batch code 20034, which was sold between May 2025 - March 2026 within the UK.

The batch code can be found on the red acrylic square within the set.

The safety notice only applies to the four coloured sand-filled blocks within the set – see image below:



All other blocks within the set are safe to use and are not affected by this notice

Follow the instructions below for details on returning the four sand-filled blocks and obtaining your replacements.

What you need to do:

Stop using the sand-filled blocks immediately and keep them out of the reach of children.

Do not throw the sand-filled blocks in the regular waste bin.

Place the sand-filled blocks in a heavy duty plastic bag or suitable box and tape it securely.

Please visit our returns portal to generate your pre-paid label and book your collection date – see link below and attached guidance on how to use our portal.

<https://www.royalmail.com/track-my-return#/details/4023>

For guidance when completing the return, the weight of 1 x set of 4 sand blocks is 640g.

What Happens Next

Once we have received the four sand-filled blocks, you will be issued with four replacement blocks, which contain tiny glass beads that have the appearance of sand but with a smoother shinner finish.

We have taken this immediate action to reassure our customers that the safety of our products is of the utmost importance.

If you need to contact the team, please use the details below:

Customer Services: Monday – Friday 8.30am – 5.00pm (GMT)

Email address: productrecall@commotion.co.uk

+ 44 (0)1732 773399