

# Build-a-bear Workshop Visit - Saint Louis Galleria



## The workshop experience

Bear Builders walking guests through a hands-on, interactive workshop experience of making personalized stuffed animal toys.

### 1. Choose me

Pick that special furry friend - everything from action-packed heroes and sporty mascots to popular characters and snuggly teddy bears

### 2. Hear me

Add a special sound or sound effect to your furry friend. You can even record a voice message in your own words

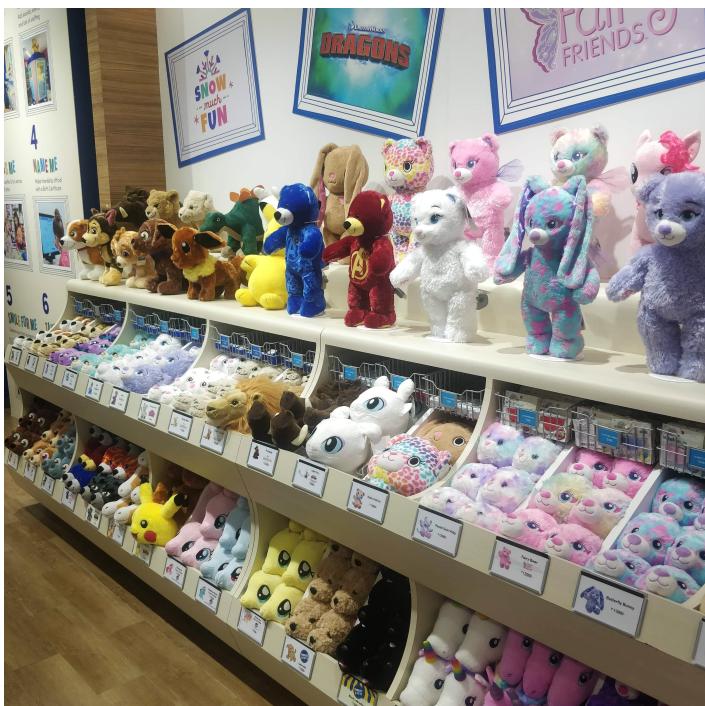
### 3. Stuff me

Customize your new friend with a special scent before adding its heart and lots of stuffing. Experience our iconic Heart Ceremony to give your furry friend all your love and wishes.

Be sure to give your new friend its first hug to make sure it's stuffed just right.

### 4. Dress me

Turn up the fun with outfits and cool extras! Have fun trying different outfits on your furry friend to find their perfect sense of style.



### 5. Name me

Every furry friend needs a name! It's official once your new friend has a Birth Certificate of its very own.

### 6. Take me home

Get ready for adventure with your new furry friend! Carry your furry friend out yourself, or select a Bear Carrier, shopping bag, or classic Cub Condo before heading out to explore together.



## The User Experience

### **How long does it take to make?**

The Workshop experience is designed to be a fun process enjoyed by all, so it is encouraged to shop and explore at a pace that is enjoyable for you. On average, most guests spend about an hour in the store.

### **Are outfits and accessories included in the price?**

Outfits and accessories are sold separately from the stuffed toy unless otherwise noted.

### **Will the clothes fit all of the toys?**

Most of our clothing fits furry friends that are 10" to 24". However, Build-A-Bear Buddies™ clothing fits only Build-A-Bear Buddies.

### **Can the customer order a furry friend unstuffed?**

There is an option to select 'Unstuffed' during your online shopping experience. Please note that not all of our furry friends may be ordered unstuffed.

### **What if the customer wants to order an embroidered product?**

We have many products that can be embroidered and several embroidery designs for each product to choose from! Please note: Embroidered items require 5 additional business days for processing and bear building time, and it is not recommended if you require 2-Day Express or Next-Day delivery. Embroidered items cannot be returned, and embroidery selections cannot be modified once your order is complete. *Build-A-Bear reserves the right to refuse requests to embroider profanity; schools, sororities or fraternities;*

*trademarked or licensed names; names of celebrities or professional sports players; or any content that we deem inappropriate, at our discretion.*

### **Can the customer purchase a sound or scent without a toy?**

Due to agreements with our shipping partners, sounds and scents cannot be purchased separately from furry friends. If you order your furry friend to arrive stuffed, ALL sounds or scents added to your Shopping Bag will be placed inside the furry friend. If you are planning to add the sound or scent on a future visit to your local Workshop, simply click the "Unstuffed, I'll Stuff It In Store" option to add the unstuffed furry friend, sound and/or scent to your Shopping Bag through the Bear Builder

### **How are product safety standards met?**

When our Guests bring home furry friends — and their accessories — they can trust that we at Build-A-Bear take safety very seriously and pay strict attention to product safety standards.

All of our products are produced from high-quality materials. Our stuffing is made from a high-grade polyester fiber. Each of our products is tested through an independent, third-party testing lab for compliance with toy safety standards specific to the countries where we have stores, including ASTM/CPSC (US), CPSA (Canada), AS/NZS (Australia), EN71 (Europe), NOM (Mexico) and GB6675/GB5296.5 (China). Before they are shipped from our suppliers, all Build-A-Bear products must have a passing test report on record.

Most of our products — including our furry friends, clothing and many accessories — are produced in Asia, similar to the entire toy industry. Our suppliers are compliant with the International Council of Toy Industries (ICTI), CARE (Caring, Awareness, Responsible, Ethical) certification, or comparable designation. These programs promote ethical manufacturing, from fair labor treatment to employee health and safety, in the toy industry worldwide.