

Q: Why can't I access my local Hasbro Shop or Play site anymore?

A: Hasbro is updating its digital experience, and some local websites will be discontinued. You can still access official Hasbro products and online support.

Q: Where can I buy Hasbro products now?

A: Please visit your local Consumer Care page (see links below) and look for the 'Where to Buy' link at the bottom of the page. This will provide information on where Hasbro products are available in your market.

Links:

Taiwan: <https://consumercare.hasbro.com/zh-hant-tw>

Hong Kong: <https://consumercare.hasbro.com/en-hk>

Thailand: <https://consumercare.hasbro.com/th-th>

Indonesia: <https://consumercare.hasbro.com/id-id/recall>

Malaysia: <https://consumercare.hasbro.com/ms-my>

Korea: <https://consumercare.hasbro.com/ko-kr>

Q: How can I get help or support for Hasbro products?

A: The Customer Care page for your market is still available. You can find contact details for assistance and support on your local Consumer Care page.

Links:

Taiwan: <https://consumercare.hasbro.com/zh-hant-tw>

Hong Kong: <https://consumercare.hasbro.com/en-hk>

Thailand: <https://consumercare.hasbro.com/th-th>

Indonesia: <https://consumercare.hasbro.com/id-id/recall>

Malaysia: <https://consumercare.hasbro.com/ms-my>

Korea: <https://consumercare.hasbro.com/ko-kr>

Q: What happens if I scan a QR code from a Hasbro product?

A: QR codes will be updated so they do not lead to inactive pages or 404 errors. If you experience any issues, please contact Customer Care for assistance.

Q: Is my personal information safe?

A: Hasbro complies with privacy laws and policies. No personal data is collected on the Shop or Play sites. If you have questions about data, please contact Customer Care.

Q: Can I still play Hasbro games online?

A: Some game sites may have been discontinued. For available games, please visit <https://play.hasbro.com/en-us> and use the global page to select your preferred market for access. You can also check your local Consumer Care page for additional options.

Q: Who can I contact if my market is not listed?

A: If your market is not listed, please use the global Consumer Care page (links above). Each page will include local contact information.