

THE LAUNDRESS

NEW YORK

PRODUCT RECALL

THE LAUNDRESS LAUNDRY AND HOUSEHOLD CLEANING PRODUCT



We are conducting a voluntary recall of all The Laundress products sold in Isetan retail stores nationwide and online. We have been informed that there is presence of elevated levels of bacteria in some of the products that present a safety concern.

At this moment in time, there have been no reports of any adverse health impacts arising from this issue.

Consumers who have purchased THE LAUNDRESS impacted products from Isetan Scotts, Isetan Online and Isetan Flagship store on Lazada may request for a full refund either

- 1) Through The Laundress by email at internationalsupport@thelaundress.com OR
- 2) Through Isetan Singapore by submitting this **Return Form** by 31 Jan 2023.

Please allow us 3-5 working days to verify your proof of purchase and we will get in touch with you to return the impacted products to Isetan for a full refund.

Impacted products include:

- Products with lot codes that begin with the letter F and the last four digits are numbered 9354 or less
- Products with lot codes that begin with the letter H and the last four digits are numbered 2262 or less
- Products with lot codes that begin with the letter T and the last four digits are numbered 5264 or less

Customers with queries may contact Isetan at our Customer Service through email at contactus@isetan.com.sg

The Management of Isetan Singapore Ltd sincerely apologises for all inconveniences caused.

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FREQUENTLY ASKED QUESTIONS

How do I know if my product is impacted?

You can check to see if your product is included on the voluntary recall list on this site

www.TheLaundressRecall.com

How do I seek a refund of impacted products?

For purchases of impacted products from Isetan Scotts, Isetan Online and Isetan Flagship store on Lazada, you may request for a full refund by submitting this ***Return Form*** by 31 Jan 2023.

Please note that all refunds have to be initiated via the online form.

Can refund be made at any Isetan store?

Please request for a full refund by submitting this ***Return Form*** by 31 Jan 2023.

Upon verification of your proof of purchase, you will be contacted to return the impacted products to Isetan Scotts for a full refund.

How long with the refund take?

Please allow us 3-5 working days to verify your proof of purchase. Upon verification of your proof of purchase, you will be contacted to return the impacted products to Isetan Scotts for a full refund.

I have impacted products not purchased from Isetan Singapore, what do I do?

You may seek refund from The Laundress directly at ***<https://www.thelaundressrecall.com/>***

For other questions pertaining to the products and recall, please refer to The Laundress FAQs at

<https://www.thelaundressrecall.com/faqs>