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14th JUNE 2024

PRODUCT RECALL ALERT

PRODUCT RECALL - 50ML SINGLE-USE NEUTRALIZING SHAMPOO; DARK AND LOVELY MOISTURE PLUS REGULAR KIT, DARK AND LOVELY MOISTURE PLUS SUPER KIT, DARK AND LOVELY ANTI BREAKAGE KIT

The Fair Trading Commission (FTC) is alerting members of the public that L'Oréal South Africa has initiated a recall on the 50ML neutralising shampoo; Dark and Lovely Moisture Plus Regular Kit, Dark and Lovely Moisture Plus Super Kit, Dark and Lovely Anti Breakage Kit. It should be of note that the quality challenge lies only with the 50ml neutralising shampoo only. The manufacturer stated that the other components of the kit are safe.

L'Oréal South Africa informed the National Consumer Commission (NCC) that they detected the presence of bacteria in the 50ml single-use neutralizing shampoo during their regular quality controls. According to the manufacturer, using this shampoo may lead to scalp infections in those with compromised immune systems.

The product, which was produced in April 2023, was distributed in South Africa and exported to countries such as Botswana, Dubai, Eswatini, Ghana, Kenya, Lesotho, Morocco, Namibia, Nigeria, Zambia and Zimbabwe. Seychelles is not listed however to exercise caution, retailers and consumers are being alerted to verify if they have in possession the Dark and Lovely Moisture Plus Kits (Regular and Super) and Dark and Lovely Anti Breakage Kit. If so to return the products to their supplier or point of purchase, respectively for a refund.

For product assistance or refund related queries, Consumers can contact the L'Oréal South African Consumer Advisory division by telephone on **0861106542** or by email; darklovelyrsa@loreal.com