

L'Oréal announces Dark and Lovely product recall

L'Oréal South Africa has initiated a voluntary product recall of one batch of the locally-made Dark and Lovely Precise Diamond Straight and Shine Relaxer 125 ml tub. Consumers are warned that using the recalled product could cause "increased hair breakage and scalp irritation", the beauty company said.



Source: Supplied

"An isolated incident in the production led to an imbalance of the active raw material, affecting one batch only which gave rise to 22 consumer complaints," L'Oréal said in a statement. All other batches remain safe and available, it confirmed.

The affected batch carries the batch numbers 87UD00 and 87UD01, which can be found on the back of the jar as indicated below.



Source: Supplied

Production, sales and marketing halted

The affected product is being withdrawn from all affected retail points of sale, and as a precautionary measure production and marketing of this product has been stopped.

Consumers who have purchased products with either of these batch numbers must not use the product and must return it to the place of purchase for a full refund.

For product assistance or refund-related queries, contact the L'Oréal South Africa Consumer Advisory Division by telephone on 0861106542, via WhatsApp on 073 460 6754, email darklovelyrsa@loreal.com or via Facebook (Dark and Lovely SA).

For more, visit: <https://www.bizcommunity.com>