

Glowology Recall FAQs

Q: What product is being voluntarily recalled?

A: We have initiated a voluntary recall of one batch (2025) of our Glow-ology line of skin care products - Renew Body Butter *Renew Thrive Flourish* (Lots 4112 and 4113, SKU numbers 10035100017 and 10035100067).

Q: Why is the product being recalled?

A: At this time, there have been no reports of any adverse reactions occurring from use of the product, however, the recall is being conducted because use of the product may pose a potential health hazard for immune-compromised people and/or those with skin lesions, due to the possible presence of bacteria.

When did you learn there was an issue with the product?

A: We were notified by our manufacturing partner on July 15 that Lot 4113 did not meet our strict manufacturing criteria due to the possible presence of bacteria. Shortly thereafter (July 24), we began notifying our sales and marketing firms (the recipients of Lot 4113) who had received the product to return it to us. While subsequent independent analysis said that the overall risk or likelihood of any serious adverse health consequence was extremely low, out of an abundance of caution, we decided to initiate a voluntary recall of Lot 4112 as well. We received the results of the independent analysis on Aug. 11, and immediately began to take the necessary steps to initiate the voluntary recall, which began Aug. 20.

Q: How was the issue detected?

A: DEMDACO maintains strict manufacturing standards for product quality, and the issue was discovered as a result of product testing related to these standards.

Q: How did the contamination occur?

A: We are continuing to determine how contamination may have occurred.

Q: Has the FDA been notified?

A: We have been in contact with the FDA and they are aware of the situation.

Q: Are any other Glow-ology products affected?

A: We have four separate fragrances of Glow-ology and six products per fragrance. Our focus is solely on the Renew Body Butter (Lots 4112 and 4113, SKU numbers 10035100017 and 10035100067) and no other Glow-ology products are affected.

Q: How much product is affected?

A: Approximately 2,400 units are impacted by this voluntary recall. We are currently in the process of collecting these products and providing replacement products.

Q: Have there been any confirmed instances of health issues related to the recalled product?

A: We are not aware of any confirmed instances of adverse health consequences related to the voluntarily recalled product. An independent analysis determined that the overall risk or likelihood of any serious adverse health consequence is extremely low. However, out of an abundance of caution, we decided to issue the voluntary recall.

Q: What should customers do if they have these products?

A: If you have received this specific product, please secure the product, then contact **DEMDACO's Customer Care department at 888-336-3226, ext. 5**, between the hours of 8:00 AM – 5:00 PM CST Monday –Friday.

A Customer Care representative will provide instructions on how to return the affected product. Customers will receive a full refund for the value of the returned product after it is received by DEMDACO.

Q: If customers have additional questions, who should they contact?

A: Customers with questions about this voluntary recall may contact us at 888-336-3226, between the hours of 8:00 AM – 5:00 PM CST Monday –Friday, and we will work to provide the necessary information. We appreciate your cooperation and immediate attention to this effort.

Q: What should I do if I believe I've had/am having a reaction to the identified product?

A: While there have been no reports of any adverse reactions occurring from use of the product, if you believe you have had/are having a reaction, please consult a medical professional.