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Voluntary Recall Notice: SeneGence for Men Grooming Hair Balm

It is with an abundance of caution that SeneGence® is initiating a voluntary recall of our SeneGence for Men Grooming Hair Balm. While this product passed all safety and quality testing protocols prior to launch, it has since been revealed that some units exhibit the presence of a common household mold, *Penicillium concentricum*.

While it is not likely that the use of this product will cause injury, damage, or harm, *Penicillium* mold may cause allergies or similar symptoms. If you have used the product, you should immediately stop use. SeneGence is not aware of any adverse reactions.

This voluntary recall covers the product shipped by SeneGence between May 11, 2020 through June 23, 2020 in the USA, Canada, Australia, and New Zealand.

Lot numbers included in this recall are:

SKU	BATCH CODE	DAY LOT CODE
3411	0D05	20112G
3411	0E05	20125G
3411	0E29	20140G

The lot number can be found by removing the bottom label from the jar.

No other products or lots are affected under this recall.

This voluntary recall is being made in accordance with applicable laws and the requirements of the U.S. Food and Drug Administration and Health Canada as well as the regulatory bodies in Australia and New Zealand.

We ask that you immediately stop supplying the product to Customers, examine your inventory and dispose of the product as you would any household waste.

To ensure disposal of the product, we ask that you complete a form, which can be found here: https://www.surveymonkey.com/r/recall_form. The completion of this form is necessary to account for the disposal of affected products.

This voluntary recall should be carried out and communicated to your Customers who have purchased this product from you. If you have further distributed this product, notify those individuals of this voluntary recall and instruct them to stop using the product and dispose of as household waste. You may include a copy of this notification.



For any Customers who have purchased the product, please reimburse them for the cost of the product as you would any other product return.

SeneGence will issue you a refund for this product (cost, taxes, and shipping), which will be credited to your credit card for those who purchased the product through Quick Order.

In appreciation of your support and understanding, SeneGence will also credit your Distributor account in SeneBucks for an amount equal to the retail value of the products ordered, which will be distributed after receiving your product disposal form.

Our dedication and commitment to product quality and our Distributors' and Customers' health, safety, and satisfaction remains our highest priority. As a result, our Research and Development and Manufacturing teams are working diligently to ensure that all future productions conform to the quality you expect.

We apologize for this inconvenience and thank you for your cooperation and continued support.

If you have any questions or concerns, please contact SeneCare, and we will be more than happy to assist you.

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Sincerely,
Your SeneGence Corporate Team