



NATIONAL CONSUMER COMMISSION

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MEDIA STATEMENT

09 APRIL 2022

CONSUMERS ARE URGED TO RETURN CERTAIN DARK AND LOVELY PRECISE DIAMOND HAIR RELAXER TO POINT OF PURCHASE

The National Consumer Commission (NCC) urges consumers in possession of certain Dark and Lovely Precise Diamond Straight and Shine relaxer 125 ml tub **(with batch numbers below)** to immediately discontinue use of the product and return it to the point of sale for a full refund. The manufacturer of Dark and Lovely informed the Commission of the recall of the product following 22 complaints from consumers.

The Acting Consumer Commissioner, Ms Thezi Mabuza says the manufacturer, L'Oréal informed the Commission of a voluntary recall. "We urge South African's who are in possession of Dark and Lovely Precise Diamond Straight and Shine relaxer 125 ml tub to return the product to the point of purchase for a refund. We understand that an isolated incident in the production led to an imbalance of the active raw material, affecting one batch only. Using the recalled product may lead to increased hair breakage, and increased scalp irritation" she said.

Affected products bear the following batch numbers:

Product Name	Batch Number	Manufacturing date	Exp date

Dark and Lovely Precise Diamond Straight and Shine relaxer 125 ml tub	87UD00 and 87UD01	Dec 2021	Dec 2024
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The product was distributed nationally and exported to other neighbouring countries including Botswana, Lesotho, Namibia, Eswatini, Zambia and Madagascar.

“The Consumer Protection Act requires that manufactures and producers of products produce and supply goods and products are of good quality and free of defects. We urge suppliers and manufactures to prioritize consumer safety at all times. The Commission is monitoring the recall based on its Recall Guidelines” she concluded.

Issued by: National Consumer Commission (NCC)

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