

# Product Safety Recall

## Various The Laundress branded Laundry and Household Cleaning Products

Laundry Detergents, Fabric Conditioners, Stain Solution, Glass and Mirror Cleaner,  
Cleaning concentrate, and Dish Washing Liquid



Supplied online at [www.saison.com.au](http://www.saison.com.au) and in Pharmacies, Homeware and Giftware stores from 1 January 2021 to 22 November 2022

**Defect:** The recall is due to microbial contamination, the recalled products can contain *Burkholderia cepacia complex*, *Klebsiella aerogenes* and multiple different species of *Pseudomonas*.

**Hazard:** The recalled products can contain bacteria including, *Burkholderia cepacia complex*, *Klebsiella aerogenes* and *Pseudomonas species* which may cause significant infection or illness that may require medical treatment, especially in people with, weakened immune systems, external medical devices and who have underlying lung conditions.

The bacteria can enter the body if inhaled, or through the eyes or a break in the skin.

**What to do:** Consumers should stop using the affected products. Consumers should go to [www.TheLaundressRecall.com](http://www.TheLaundressRecall.com) where they will be guided in case of any questions and to request a refund.

If consumers have a product that is part of the recall, they can contact the dedicated help line which has been set up for The Laundress recall which is 1800 061 027 (Monday to Friday from 7am to 4pm and Saturday and Sunday from 8am to 4pm AEST). Please ensure that you have your product/s at hand as well as proof of purchase (receipt / tax invoice) which will be required to place your claim.

After requesting a refund, consumers should dispose of the product by closing the bottle tightly and placing it in household garbage. Do not empty the product prior to disposal.

**Contact details:** For further information, please contact Saison by email at [thelaundress-recall@saison.com.au](mailto:thelaundress-recall@saison.com.au) or visit [www.saison.com.au/pages/safety-notice](http://www.saison.com.au/pages/safety-notice)

See [productsafety.gov.au](http://productsafety.gov.au) for  
Australian product recall information