



Our Mission: "Yavapai County will serve and protect its citizens through efficient management of all its resources to enhance the lives of those we serve."

For Immediate Release

For further information, contact:

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The Laundress Recalls Laundry Detergent and Household Cleaning Products Due to Risk of Exposure to Bacteria

The recalled products can contain bacteria, including Burkholderia cepacia complex, Klebsiella aerogenes and multiple different species of Pseudomonas, many of which are environmental organisms found widely in soil and water, and some may also be found in humans. People with weakened immune systems, external medical devices, and underlying lung conditions who are exposed to the bacteria face a risk of serious infection that may require medical treatment. The bacteria can enter the body if inhaled, or through the eyes or a break in the skin. People with healthy immune systems are usually not affected by the bacteria.

There are a number of ways to submit for a reimbursement in the US and Canada:

If you purchased the recalled product on or after January 1, 2021, you can provide either:

- a photo of the bottle with the lot code with your initials and the date written in marker; or
- a valid receipt (product description, quantity, price paid); or
- your email address, if purchased through www.TheLaundress.com

If you purchased the recalled product before January 1, 2021, you can provide:

- a photo of the bottle with the lot code with your initials and the date written in marker and a valid receipt for a full refund of the purchase price. If you submit a photo, with date and initial without a valid receipt, you will receive the manufacturer’s suggested retail price. If you have purchased your product on www.TheLaundress.com and have already submitted your email address, we will contact you via email to confirm reimbursement or next steps. Please allow up to 8-10 weeks. If you are no longer in possession of the product we are unable to provide a reimbursement for product purchased before January 1, 2021.



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

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