

Our response to “Spots on loWipes”

At some point, your loWipe will develop white spots/fading. Here’s the explanation for that, our suggestions about what to do, and our recycling discount offer:

Spots and/or fading of the black color mean the iodine content is starting to be depleted, and why we say: “You can see it working.” Under normal conditions, prior to Covid-19, we would have suggested that you continue to use the wipe until about 50% of the black was gone.

Instead, you have a choice about what to do when discoloration/spots occur: You can continue to use the wipe until the discoloration begins to accelerate (which can happen fairly quickly, especially after a few spots appear), and use until the wipe is about 50% white, concentrating on using the blackest portions of the wipe for any cleaning. This is what we’ve have always done, and are still choosing to do in our personal use of the wipes.

However, if you’re not comfortable with that, we have a conservative* recommendation for our customers’ use of the products as well: Our company policy is that as soon as your wipe discolors/spots you have 2 choices about how to get your wipes replaced:

1. **20% Discount for Photos:** [Clicking here](#) will take you to a short questionnaire to describe how you used your product, and give you a link to email us photos of your product. On receiving the pictures, we’ll send you a link to the discount store for your replacement. Know that if you choose to throw out your wipe, while it won’t harm to the environment, it will take a very long time to degrade – so we recommend the return option below so that we can repurpose the material.
2. **50% Discount for Returns:** [Clicking here](#) will take you to a short questionnaire to describe your use of the returned product. You’ll then receive an email with a link to print a return address label (with postage prepaid). Once we receive your product, we’ll send you and email with a link to the discount store for your replacement.

If you have any questions about these offers, please email us at loWipe2020@gmail.com.

*Our original expectation about how long the wipes would last was based on years of usage at home and in our healthcare practice. Like so many changes in our lives since the pandemic arrived, we’re finding that *we’re* using them *much* more often than we ever expected, and so we’ve had to re-evaluate what is likely to be your experience as well. As a result, besides doing lab testing to get hard data on the longevity of our products, we’ve revised our policies to help us gather real-world use data, offer you maximum safety, and continue to provide good value. If our wipe does not last 12 weeks, even at 6-8 weeks, there is still a substantial savings (25-45%) over one-time use wipes.