

## Response to “Spots on IoWipes.”

At some point, your IoWipe may develop white spots. Here’s what we believe is happening, and our suggestions about what to do and our re-ordering discount offering:

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

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). This is what we’ve have always done, and are still choosing to do in *our* use of the wipes.

We’re extremely curious about how the products are actually being used in the real world, and how long they’re lasting as a result. Your feedback would be tremendously helpful.

In the meantime, we’re being particularly conservative\* about recommendations for our customers’ use of the products. So, our company policy is that as soon as your wipe discolors/spots you have 2 choices about how to get your wipes replaced:

1. **50% Discount for re-orders if your wipe faded in <30 days:** [Clicking here](#) will explain our guarantee and take you to a short questionnaire to describe your use of the returned product. You’ll then receive an email with a link to our discount store to order your replacement.
2. **20% Discount for >30 day re-orders:** [Clicking here](#) will take you to a short questionnaire to describe how you used your product, and give you a link to our discount store to purchase your replacements.

If you have any questions about these offers, please email us at <mailto:mIoWipe2020@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 offer you good value.