

Response to “Spots on loWipes”

At some point, your loWipe will fade or develop white spots. Here’s what is happening, and our re-ordering discount offers.

Spots and fading of the black color mean the iodine content is starting to be depleted (the base material is white and reveals itself as the black iodine dissipates). This is why on the website we say, “You can see it working.” Prior to Covid-19, we would have suggested that you continue to use the wipe until about 50% white. This is the standard currently used for the FDA approved wound care product, upon which this product is based.

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 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 or spots appear you have 2 choices about how to get your wipes replaced:

1. **50% Discount for re-orders if your wipe faded in less than 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 more than 30 day re-orders:** [Clicking here](#) will take you to a short questionnaire to describe how you used your product, and give we’ll email you a link to our discount store to purchase your replacements.

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 we’re getting feedback from our customers that so are they. As a result, besides doing lab testing to get hard data on the longevity of our products, we’ve revised our re-ordering policies, and are continuing to gather real-world use data from our customers, while offering maximum safety and good value.

Return Process:

1. Get response form
2. If rtn, send postage
3. When receive photo and/or wipe, send link to discount:
 - a. 50% Wipe: <https://cp.camacenter.com/product/iowipe-recycled-hand-wipe-50/>
 - b.
4. Fill Discount Order
- 5.