



ALL HAIR IS WELCOME™

## Voluntary Recall of Mirrorball Shampoo (Updated guidance as of 12/13/24)

We are initiating a voluntary recall of **amika Mirrorball High Shine + Protect Antioxidant Shampoo**. No other amika products are affected by this voluntary recall.

### What You Need to Know

- **Affected Product:** Mirrorball High Shine Plus Antioxidant Shampoo, all sizes, all lots purchased in 2023 or 2024. This recall only impacts Mirrorball Shampoo, the Conditioner is not included in the recall.
- **Reason for Recall:** We have been monitoring recent feedback citing change in odor & in rare cases, temporary irritation. There have been no reported serious adverse health events associated with using this product. We initiated this recall after determining that various production batches at our third-party manufacturing site do not meet our stringent quality standards, due to the presence or potential presence of a bacterium called *P. Gergoviae*.

We want to reassure you that, after consultation with an independent toxicology group, we are confident the use of this product does not pose a serious health or safety risk to healthy individuals. However, individuals with certain risk factors such as a weakened immune system or broken skin may be more susceptible to infection.

amika takes pride in its commitment to vigorous consumer safety standards, which is why out of abundance of caution, the decision was made to voluntarily recover this product from retailers and to proactively reach out to consumers.

### Actions to Take

1. If you have product in your possession, please stop using it immediately, even if the product does not appear to have a change in odor or quality issue.
2. We would like to request that you immediately examine your inventory to locate, pull, and quarantine any product in your control that is the subject of this voluntary recall.
3. We would also like to ask that you engage directly with your distributor for the processing of your refund.

VISIT 25 Kent Ave Suite 302, Brooklyn, NY 11249  
CALL 718 599 1375 FAX 1 929 577 4887  
LEARN + SHOP [www.loveamika.com](http://www.loveamika.com)  
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PINTEREST @amika YOUTUBE @amikanyc  
AND ALWAYS all hair is welcome\*



4. For disposal of the product and to obtain your refund, we ask that you complete the **Refund / Destruction Acknowledgement** form below and submit it to your distributor.
5. After contacting your distributor, if you are unable to discard the product yourself or unable to return the product to your distributor, please visit the following link: <https://www.rqa-inc.com/client/BanskSalon/> to receive a prepaid return label. The return label will allow for the product to be returned to our third party (RQA) and destroyed on your behalf.
6. For clients that may wish to return the product to you, please refer them to <http://loveamika.com/recall> for support on how to obtain a full refund for their purchase of **amika Mirrorball High Shine + Protect Antioxidant Shampoo**.

### **What We're Doing to Address This Issue**

We are committed to ensuring this situation does not happen again and have implemented the following measures:

- **Reformulation:** We have introduced a minor reformulation, to eliminate any potential for future issues, while maintaining the product's high-performance results.
- **Enhanced Manufacturing Protocols:** We've adopted new, more stringent manufacturing and testing standards.
- **Retail Collaboration:** We are working closely with our distributor partners to remove all affected Mirrorball Shampoo lot codes from shelves and warehouses, replacing them with the updated formulation as soon as it is produced and thoroughly tested.
- **Customer Support:** We are offering full refunds for all affected products and stand ready to assist with any questions or concerns. Please direct anyone who has purchased or has **Mirrorball High Shine + Protect Antioxidant Shampoo** in their possession to <http://loveamika.com/recall> recall for support.

We sincerely apologize for this issue and any inconvenience it may have caused. Thank you for your understanding and continued trust as we take these steps to improve and ensure the highest quality standards of amika products are being met.

**Refund / Destruction Acknowledgement**

The **amika Mirrorball High Shine + Protect Antioxidant Shampoo** is not classified as a hazardous product, thus disposal of the product is not required to follow disposal instructions for hazardous waste. Please discard the segregated amika product by DESTROYING all units in a safe manner.

**It is important that we have an accurate record of the items that you have DESTROYED.**

We kindly ask that you fill out the information below and contact your distributor for processing your refund and destruction.

**Name of Consignee:** \_\_\_\_\_

**Contact Person:** \_\_\_\_\_

**Phone Number and/or Email Address:** \_\_\_\_\_

| <b>Package Size</b> | <b># of Units Destroyed</b> | <b>Date of Disposal</b> | <b>Disposal Method</b> |
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