

Important Stop Sale and Safety Recall Notice

On November 30, 2022, Good Matters will announce a recall of its 21 oz. 3-wick candles. Good Matters voluntarily agreed to perform this recall, in cooperation with the U.S. Consumer Product Safety Commission. This decision was made following recent customer reports that found that a potential safety hazard currently exists when the candle is burning, as it can achieve higher than usual temperatures, posing potential fire and laceration hazards.

You should immediately stop selling the Good Matters 21 oz. 3-wick candles and quarantine the products for a pending safety action.

This safety recall involves the Good Matters 21 oz. 3-wick candles that were manufactured prior to May 31, 2022, and sold in the United States.

Good Matters Candles is working cooperatively with the U.S. Consumer Product Safety Commission on a program to quickly provide consumers who purchased a Good Matters 21 oz. 3-wick candle with a method by which they may apply for a refund.

Good Matters Candles has set up a hotline for consumers to call at 1-888-470-4276 from 8:00 a.m. to 8:00 p.m. ET Monday through Friday. Consumers will be able to apply for a refund at www.goodmatterscandles.com/recall.

As required by the Consumer Products Safety Commission, Good Matters Candles has included the enclosed posters which must be placed in an appropriate location in your store on November 30, 2022 for 120 days. Do not post prior to November 30, 2022.

Sincerely,
Good Matters Customer Service

Image of Good Matters 21 oz. 3-Wick Candles:

