

April 12, 2024
Kao Corporation
Kanebo Cosmetics Inc.

Apology and Voluntary Recall Request of Some Products in the KATE THE EYE COLOR (MARBLE INK) Lineup

Some products in the KATE THE EYE COLOR (MARBLE INK) lineup—released on January 20, 2024 by Kanebo Cosmetics, a Kao Corporation Group Company—were found to contain minute fragments of aluminum caused by scraping of the inside of the cosmetic’s container. As this product is for usage around the eyes, there is a risk of unexpected injury and consequently, as a precaution, from April 11 all products with serial numbers listed below were being voluntarily recalled. We sincerely apologize for any inconvenience that this may cause.

Presently, there have been no reports from customers regarding eye discomfort etc. However, in the event that you are in possession of one of the products listed below, we request that you refrain from using it and contact the customer reception desk. Refunds are being issued.

[Customer reception desk]

<https://www.kao.com/content/dam/sites/kanebo/www-nomorerules-net/news/20240411.pdf>

To prevent repeat incidents of this kind, we will strive to further improve our quality control and monitoring system henceforth. Kao Corporation thanks all its customers for their understanding and cooperation.

[Serial numbers of products for voluntary recall]

Product name

KATE THE EYE COLOR (MARBLE INK) MB001 KATE THE EYE COLOR (MARBLE INK) MB003



Case (rear) Box (rear)

Applicable serial numbers

[MB001] 0734, 0744, 0784, 0794, 0814

[MB003] 0654, 0664, 0674, 0684, 0714, 0724

The four-digit serial number is located on the back of the product case or the product box.

* Products with serial numbers other than those listed are not subject to recall.



Kanebo Cosmetics, a Kao Corporation Group Company, does not export the applicable serial numbers outside of Japan.