

FAQ

Q. What is the problem with the product?

During a routine quality control inspection, Sargent Art observed that certain paint in inventory contained black spots. Sargent Art sent product samples for independent scientific testing to determine if the products contained microbial spoilage from bacteria. The test results from the independent testing laboratory have confirmed contamination by the following bacteria:

mycobacterium fortuitum; stenotrophomonas maltophilia; pseudomonas fluorescens; pseudomonas putida; methylobacterium fujisawaense; pseudomonas monteilii; and sphingomonas paucimobilis.

While the bacteria does not appear to have adverse human health effects in healthy individuals, exposure to certain microbial bacteria could have adverse health effects in immuno-compromised individuals.

Q. How do I check if I have any of the affected products?

There are 13 types of Sargent Art paint manufactured between May 2015 and June 2016 that are affected by this recall. Please see the table below for the 13 affected types. All colors and sizes of the following types of Sargent Art paints are included in this recall.

Affected Types

Art-Time Tempera Paint	Liquid Tempera Paint
Art-Time Washable Finger Paint	Supreme Tempera Paint
Art-Time Washable Flurescent Finger Paint	Value Tempera Paint
Art-Time Wahsable Fluorescent Tempera Paint	Washable Finger Paint
Art-Time Washable Glitter Finger Paint	Washable Glitter Paint
Art-Time Washable Paint	Washable Tempera Paint

Fluorescent Tempera Paint

If you do have any of the paint types listed above, please check the label of the container near the barcode for the date of manufacture and item code. If the date printed on the label is between May 2015 and June 10, 2016 **then please stop using the paint immediately**, you are entitled to a refund check. If your paint was not manufactured between May 2015 and June 10, 2016, your paints are safe to continue using.



Q. My paint is in a set, what do I need to do?

If your paint is in a set, please move forward with your registration and fill out the product information which is located near the bar code. If you no longer have the packaging which displays the product information for your set, please see the next question below.

Q. The product information for my finger paint was thrown away when I first opened the package, what do I need to do?

To ensure that you do not continue using potentially affected paint, please call our toll-free number 1-800-827-8081 from 7 a.m. to 6 p.m. EST Monday to Friday to speak with one of our advisers for alternative registration options. Please see the below sample photographs of some of the paint sets.

Q. I have other questions about this recall, can I speak to someone?

Yes, we have a toll-free number available for you to call: 1-800-827-8081 from 7 a.m. to 6 p.m. EST Monday to Friday.

Q. I have other that are unrelated to the items in this recall, can I speak to someone?

Yes, you may call Sargent Art at: 1-800-424-3596 from 9 a.m. to 5 p.m. EST Monday to Friday

Q. Do I need to send my product back?

No. However, we do require that you complete the registration as well as upload photos of your paint to verify that your paint has been disposed of so it can no longer be used. Once you have completed the steps in the online registration form, you may dispose of your paint.

Q. How do I dispose of my products?

The product can be disposed of by simply pouring it down your sink drain. Please be sure to rinse any area clean that the paint has touched. The packaging or bottle that your paint was in can be disposed of by utilizing your normal trash disposal.

Q. What is the remedy?

If you have any affected paints, you will need to complete the registration. Then once your registration has been confirmed you will receive a partial refund check. Please allow up to 10 business days from the time your registration has been confirmed, to receive your check.

Q. My registration is asking for me to upload photos, I am unable to do so. What should I do?

Please call our toll-free number 1-800-827-8081 from 7 a.m. to 6 p.m. EST Monday to Friday to speak with one of our advisors for alternative options.

If you need assistance, please call a representative at the toll free number 1-800-827-8081 between 7 a.m. and 6 p.m. (CST) Monday through Friday.

Frequently Asked Questions

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