

Frequently Asked Questions

Topics

- [Company FAQ](#)
- [Products FAQ](#)
- [Ingredients FAQ](#)
- [Shopping FAQ](#)
- [Hive To Home Auto Delivery FAQ](#)

Questions About Our Products

- [I am concerned that I may have had a reaction to one of your products. What do I do?](#)
- [I am a Vegan. Can I use your products?](#)
- [I am gluten-restricted. What products are appropriate for my use?](#)
- [How long will my Burt's Bees products last, and how do I determine the expiration date of a particular product?](#)
- [Do you test on animals?](#)
- [I don't see my question here. Who can I call?](#)

I am concerned that I may have had a reaction to one of your products. What do I do?

If your experience involves a potential adverse reaction involving one of our products, please speak directly with our Medical Support Line, which can be reached at 888-285-0308 for the US and Canada, and 00-800-3571-0022 for the UK.

[Back to top](#)

I am a Vegan. Can I use your products?

Some of our products do contain animal-sourced ingredients, such as milk, lanolin, honey, royal jelly and carmine. These are all listed on the ingredients section on the packaging and on our website. Please note, many of our products are produced on shared lines, which is why we don't call out "vegan" or "vegetarian" on our products. If you have a specific product question, please [contact us](#) and we would be happy to assist you.

[Back to top](#)

I am gluten-restricted. What products are appropriate for my use?

We cannot provide a list of Burt's Bees products that are safe for use with your allergy because our products may have been manufactured on a shared line with products containing gluten, or raw materials used in our products may have been processed in a facility that also processes products containing gluten.

Therefore, we are unable to state that any Burt's Bees products are "gluten-free." Several of our products are known to contain certain allergens, because raw materials that contain or are made from the allergen are intentional ingredients in those products.

Please carefully review the ingredient list of any product prior to use, particularly because the listed ingredients for a product may change. If you have a known allergy to gluten, you should always consult with your physician if you have questions regarding whether it is safe for you to use a particular product.

[Back to top](#)

How long will my Burt's Bees products last, and how do I determine the expiration date of a particular product?

Burt's Bees produces both cosmetic products and "over-the-counter" or OTC products. Products such as our sunscreens and anti-acne products are classified by the US FDA as OTC because they contain specific active ingredients known to prevent or treat certain conditions like sunburn and acne.

Over-the-counter products, such our Natural Acne Solutions line, can be recognized by the drug facts box on their labels. These OTC products list the expiration date on the packaging. Our cosmetic products are intended to last three years from date of manufacture, which can be determined by reading the lot code. We recommend that products be used within 12 months after opening and it's best to store products out of extreme temperatures and direct sunlight, if possible.

Since October of 2013, we have a common format for lot coding for both the cosmetics and OTC products:

The standard format for the individual container is the following: LLYYJJJS.

LL = a 2 letter location code that represents the location of manufacture

YY = the last two digits of the year

JJJ = the Julian day of manufacture

S = one or more digits that represents any additional information such as a batch number, shift or line, depending on the location.

If you have a lot code that appears different from this code (for example shorter or a "kit" of products with a unique lot code), please [contact us](#) and we'd be happy to help confirm the expiration date.

[Back to top](#)

Do you test on animals?

Burt's Bees does not test its products on animals nor do we ask others to do so on our behalf. You'll see the Leaping Bunny seal on our packaging to reinforce our commitment. Please know we are absolutely committed to our no animal testing policy.

Read more at <https://www.burtsbees.com/content/faqs/faqs.html#Rbz8xwe5kXiPo2um.99>