

COVID-19 Customer FAQs

Updated April 10, 2020

Due to the COVID-19 outbreak, we have increased production of our CloroxPro™ and Clorox Healthcare® products. We are working around the clock to ensure facilities can access our products. We thank you for your patience during this time.

Product Availability Questions

Q: Who can I contact to inquire about purchasing CloroxPro and/or Clorox Healthcare products as well as the Clorox® Total 360® System?

A: Please contact your distributor to place an order as well as to better understand timing for when you will receive your order. We have increased production of our disinfecting products to meet the needs of our customers. We are working around the clock to ensure facilities can access our products.

Q: Who can I contact to inquire about the status of my Clorox® Total 360® System, CloroxPro and/or Clorox Healthcare product order(s)?

A: Please contact the distributor or representative with whom you've placed your order to better understand status and timing for when you will receive your order.

Q: What if I want to purchase CloroxPro and/or Clorox Healthcare disinfecting products as well as the Clorox® Total 360® System but don't work with a distributor?

A: If you don't currently work with a distributor, please provide additional information [here](#) to help us direct your inquiry to the right place. Please note our Consumer Care team is unable to process orders over the phone.

Q: I am unable to order CloroxPro and/or Clorox Healthcare products through my distributor or sales rep. Why is that?

A: We know that not finding our products can be frustrating and we are sorry for that. While we don't know how long this current crisis will last, our promise to you is that we will continue to work tirelessly, not only to manufacture more product, but to identify additional ways to get it to you as quickly and as safely as possible. By identifying new ways to increase production levels, working with our partners to accelerate our supply chain and operating around the clock with increased efficiency, we have been able to make almost 18 million more disinfecting products overall as a company. Every day we are dispatching hundreds of trucks to every corner of the country.

Unfortunately, even with making so much more product we're not able to meet the current demand, which continues to grow, especially on the frontlines of the healthcare community.

CloroxPro has a unique and critical responsibility right now to help keep everyone healthy and we don't take it lightly. We will continue to explore new ways to make more disinfecting product to try and keep up with demand as much as possible so facilities can get what they need.

If you are looking for an alternative to your regular CloroxPro and/or Clorox Healthcare disinfecting products, please visit [CloroxPro.com](https://www.clorox.com) for a full list of CloroxPro and Clorox Healthcare products approved for use against SARS-CoV-2 under the EPA Emerging Pathogens policy. For Clorox and non-Clorox products that are EPA-registered and eligible for use against the novel coronavirus, SARS-CoV-2, please consult the [EPA's List N](#).

Q: If I do not have access to CloroxPro and/or Clorox Healthcare products, what is a viable alternative?

A: If you do not have access to CloroxPro and/or Clorox Healthcare disinfectants, please consult the [EPA's List N](#). List N provides a list of EPA-registered disinfectants that are eligible for use against the novel coronavirus, SARS-CoV-2.

Product Usage & Eligibility Questions

Q: Can CloroxPro and Clorox Healthcare products be used against the new coronavirus, SARS-CoV-2?

A: Yes. Several CloroxPro and Clorox Healthcare disinfecting products have demonstrated effectiveness against viruses like SARS-CoV-2. Therefore, per the EPA's Emerging Pathogen Policy, these products can be used against SARS-CoV-2 when used in accordance with the directions for use on hard, non-porous surfaces. For more information, refer to the [CDC website](#) or [CloroxPro website](#) for a full list of CloroxPro and Clorox Healthcare products that are eligible for use against SARS-CoV-2.

Q: What CloroxPro and Clorox Healthcare products are eligible to use against the new coronavirus, SARS-CoV-2?

A: Please visit [CloroxPro.com](#) for a full list of CloroxPro and Clorox Healthcare products that are eligible for use against SARS-CoV-2 per the EPA's Emerging Pathogen Policy.

Q: What is the Emerging Pathogen Policy?

A: Under the Emerging Pathogen Policy, manufacturers whose EPA-registered products meet a specific list of criteria are permitted to use emerging pathogen language in a number of communications. A product is eligible and considered effective against SARS-CoV-2, an enveloped virus, if it has EPA approved language for emerging viral pathogens and has at least one or more EPA-approved claims against a small or large non-enveloped virus on the Master Label. The Master Label has a section on Emerging Pathogens "Terms of Registration" that indicates which small or large non-enveloped virus claims confer eligibility.

Q: Why do CloroxPro products list Human Coronavirus on the label?

A: Several CloroxPro and Clorox Healthcare products are EPA-registered to kill viruses and bacteria that cause cold and flu, including the Human Coronavirus. Coronaviruses are a large family of viruses ranging from the common cold to much more serious diseases. According to the CDC, SARS-CoV-2 is a new coronavirus strain.

Several CloroxPro and Clorox Healthcare products have demonstrated effectiveness against viruses similar to SARS-CoV-2 on hard, nonporous surfaces and are registered for emerging viral pathogens. Therefore, per the EPA Emerging Pathogen Policy, they can be used against SARS-CoV-2 when used as directed. More information can be found [here](#).

Donation Questions

Q: How are you supporting communities in need during the outbreak?

A: The Clorox Company Foundation is making a wide-ranging series of grants to three organizations fighting coronavirus: Direct Relief, CDC Foundation Emergency Response Fund and the American Red Cross. The donations, totaling \$5 Million, will specifically go toward "care for the caregivers" — people who are working with these public health organizations on the front lines to support public health. These donations are part of our longstanding history of providing support to public health organizations.



For more information, contact your
Clorox representative or
visit us at [www.cloroxpro.com](#)

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