

# Norwex Mask Initiative

## Donation of One-Time Use Masks

We are honored to announce “A Million Masks. A Million Thank You’s.” We are pleased to have secured one million masks for distribution through non-profit groups like [DonatePPE.org](https://www.donateppe.org) and Canadian Provincial Health Departments who will be handling the distribution of the masks, getting them into the hardest hit areas in our markets where the demand is highest. We can never thank our healthcare professionals enough—they are true heroes who risk their lives every day to help those in need—but we’re grateful we can provide aid at this time as a way to show our endless appreciation for all they do. [Watch the video.](#)



A Million  
Masks.  
A Million  
Thank You’s.

**Q:** What kind of masks are being donated?

**A:** These are a 3-ply, polypropylene non-woven fabric mask. These masks do not have any medical certifications, but are in high demand by medical professionals.

**Q:** When will the donations arrive?

**A:** Estimated shipping to medical professionals will be by the end of April.

**Q:** Can we nominate locations/organizations to receive a donation?

**A:** We are working with organizations to distribute these masks, who will then coordinate with hospitals and facilities that are being hit the hardest.

## Norwex Personal Use Microfiber Mask

We have heard the call from consumers and medical professionals for a microfiber reusable mask. We have tested our microfiber, and found that our Window Cloth material had the best filtration results, filtering out 60% of 0.4-micron-sized particles. With this information, we have developed and produced a Norwex Personal Use Re-useable Mask using our Window Cloth material.

### CARE and USE:

Wash before first use. Follow Norwex Microfiber care instructions.

### FAQ:

**Q:** What about a child-sized mask?

**A:** We are starting with an adult-sized standard mask and will consider a child’s mask in the future.

**Q:** How often should I wash it?

**A:** If you wear this daily, wash it in the evening so it is ready to go to work the next day.

**Q:** How does this compare to other masks?

**A:** Our mask was tested with ASTM testing protocol. Our results showed our Window Cloth microfiber filters 60% of 0.4-micron-sized particles, which is considered a personal use mask.

**Q:** Since Norwex is making these, will they come from China?

**A:** Yes, the Norwex Personal Use Re-useable Masks are produced through our Norwex Research and Development Team in China.

**Q:** Will the Norwex Personal Use Re-useable Mask be available in different colors?

**A:** The first shipment will be white. Colors may vary based on microfiber availability.

**Q:** When can we expect the Norwex Personal Use Re-useable Mask to be available for purchase?

**A:** We anticipate having these available to purchase before the end of April. We will announce through our typical communication channels once we have this date.

**Q:** How close will they be to the N-95?

**A:** They are not N-95 masks. These are personal use masks.

**Q:** Will the final product have gaps on the sides?

**A:** The image provided was a prototype. For the mask in production we have made slight design adjustments to improve the fit and to accommodate different face sizes.

**Q:** Are there any graphics showing the filtration of 60% of 0.4 microns with our new masks?

**A:** We will provide graphics when we have the masks in our Distribution Centers and available for purchase.

**Q:** What warranty will the Norwex Personal Use Re-useable Mask carry?

**A:** This product will not carry a warranty.

**Q:** Can we pre-order or secure a certain quantity?

**A:** We are unable to take preorders. Order quantities will be limited based on available inventory.