

Lawsuits claim Ulta repackages 'unsanitary' returned makeup as new

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CHICAGO -- There's nothing like opening a brand-new makeup kit and glamming it up -- though that glamorous feeling might be lost if you find out you're applying makeup someone else already used.

That's the gist of a complaint filed in Chicago last month by a California woman who says Ulta repackaged returned cosmetics and placed the items back on store shelves, the [Los Angeles Times](#) reports.

"Every customer who has purchased cosmetics at Ulta since this practice began was put at risk of unwittingly purchasing used, unsanitary cosmetics," the lawsuit states.

Kimberley Laura Smith-Brown of Los Angeles alleges she stocked up on dozens of items from Ulta's Sherman Oaks, California, location over the past six months or so -- and then saw whispers on social media that her stash might not have been as pristine as she thought.

A Twitter user who said she was an ex-Ulta employee started the hubbub, [claiming](#) that when she worked there, her manager would instruct employees to clean returned items with cotton swabs and alcohol, seal them back up, then slip them back on the shelves.

And, she [said](#), they "would resell EVERYTHING (makeup, hair care, skincare, fragrance, hair tools, etc.)."

Other supposed Ulta employees refuted and supported her claims.

[ABC Action News](#) reports a second lawsuit was filed last week in Illinois' Cook County Circuit Court, with plaintiff Meghan DeVries alleging Ulta managers are given a "quota" of how many returned items can be listed as "damaged," according to a [release](#).

The lawyer in that class action says used cosmetics can contain harmful bacteria like E. coli and even the herpes simplex virus.

A spokesman for Ulta gave a statement to [ABC News](#).

"Ulta Beauty's policies and practices do not allow the resale of used, damaged or expired products. As the nation's largest beauty retailers, we take protecting the integrity of the products we sell very seriously. Based on our review of these allegations, we are confident that our stores uphold our policies and practices. Assertions to the contrary are inconsistent with what we stand for."

This article originally appeared on Newser: [Women Say Their Ulta Makeup Was Once Someone Else's](#)