

## Face Mask Complaints

As part of our face mask research, we bought several to see for ourselves what was on the market and we scoured the Internet to see what others said about various masks that they purchased. Below are representative comments that we found on various sites including Etsy, Amazon, Target, Walmart and mask manufacturer sites.

### *Fit / Size / Comfort*

“Could use the metal nose strip to keep it in place better.”

“I have noticed it rides up on the bridge of my nose and gets a bit too close to my lower eye area.”

“This mask does NOT have a flexible wire for custom fit.”

“Needs a metal nose bridge, even when I wore it and suffered through the straps cutting my ears I could not keep my glasses clear. Suggest a pocket to insert a metal piece so it can form closer to your nose bridge.”

“But no way to pinch in nose area. Probably useless but fulfills the mandate to wear a mask.”

“When I talk, the upper part of the mask is pulled below my nose, defeating the purpose of the mask.”

“The ear loops were much too small and hurt my ears.”

“The ear loops don't have much elasticity to them so they don't really hold the mask on.”

“When I put on the mask it pulls my ears forward.”

“It's way too loose around the ears.”

“The elastic isn't as tight as I expected.”

“Ear straps are a little long.”

“The straps are a bit loose for me around the ears I just have to make it tighter.”

“Elastic needs to be a little tighter.”

“Tighter than expected. Not comfortable to wear since it pulls on the back of my ears. Needs more elasticity.”

“Won't stay on my face, constantly falling off my nose. Ear loops are weird. Fit /cut of the fabric not optimal.”

“It rides up or slips down when he talks.”

“The ear straps don't stay on very well.”

“They do not fit very securely. Loose at the chin and nose. Would help if the ear loops were adjustable.”

“The nature of the fabric causes it to be sucked against my face when I breathe (unlike others I've worn).”

“Unfortunately, as a man, they were not useable.... the ear loops didn't reach my ears and the depth didn't go below my chin I wouldn't be able to talk, if it did fit, since it would slide up. Couldn't use them.”

“I ordered 8 masks. The masks didn't fit anyone. We are five people of varying ages, heights and weights.”

“They did not fit snugly and allow air/germs to enter and exit the mask.”

“Too small and not comfortable.”

“It fits loosely and stretches too much.”

“They're way oversized and creep up into my eyes so I'm constantly adjusting it.”

“Not stretchy enough to fit over my mouth and nose; pull it up to cover my nose and it comes off my chin.”

“Hated how this mask felt on my face. Kind of rough on my skin! Synthetic cloth was suffocating!”

### ***Breathability / Smell***

- “Mask is more difficult to breathe through than disposable ones. Each breath I took it sucked in to my face.”
- “Fabric too thick, bad airflow.”
- “Not breathable at all, and no, we don't have any breathing issues at all.”
- “Thick, not as breathable - which may be great for germs. Got a little damp on a long walk from my breath.”
- “The mask is thick, causing a feeling of inability to breathe.”
- “Too hard to breathe though. I can only wear it for about 5 minutes at a time.”
- “I had a hard time breathing in them since the fabric sticks to your mouth and nose when you breath in.”
- “Too many chemicals used in the outer fabric. I washed it in the washer alone with detergent pod three times with extra rinse, is still a faint smell. I have asthma, so I'm extra careful to exposing myself to fumes.”
- “Need to wash before using has a funny smell. Smell was decreased with washing but still a slight aroma.”
- “It smells like diesel, need to air out for several days or will pass out if you wear for more than five minutes.”
- “Smells like vinegar. My dog ran away from the smell of it.”

### ***Quality / Quality Control***

- “Bought 3 different colors and had 3 different sizing's on them not happy and didn't fit good.”
- “Decent. Not the best cotton mask but certainly an above-average one.”
- “This is a very flimsy mask that comes off easily.”
- “This was my third order of masks. My second order of masks were significantly larger than the first order. Huge difference in size. I hand wash and hang dry so it has nothing to do with laundry... very disappointed.”
- “The mask had a bad smell and ripped after one use.”
- “Needs to be washed by itself, it fades so much, water came out black. Unable to distinguish front and back.”
- “Doesn't pass safety regulations you can blow out a candle with the mask on, not thick enough.”
- “It's super thin...doesn't look like in the picture. For \$23 and 5 star reviews I imagine most of them have to be fake or they changed the quality. Horrible products. Disgusting.”
- “Poor quality. I washed them (in a garment bag, gentle cycle) and 3 out of 5 broke!”
- “They were not sewn end to end, but in the middle! Way too much money, and simply not quality at all!”
- “Very comfortable, but way too thin & breathable to be effective against aerosol transmission. You can feel air moving through the fabric if you put your hand in front of the mask. I can EASILY blow out a lighter.”

### ***Misrepresentation***

- “It is not made the way it is described by seller.”
- “Was NOT made in USA.”
- “Advertised as having wire nose for glasses wearers. Bought 2 masks, sadly neither have a nose band.”
- “It's not that great in quality. Would have preferred a nose wire.”
- “Looks like it's ready to fall apart at the seams. You can tell it was really poorly sewn - not as advertised.”
- “I bought these because they were supposed to be 100% cotton. I have to wonder about this as they are VERY hot on my face and itchy. My guess is that there's some polyester in the fabric as well.”