

SECTION 1: Identification of the substance/mixture and of the company/undertaking

1.1. Product identifier

Product form : Mixture
Product name : Animal shampoo
Product code : VC132

1.2. Relevant identified uses of the substance or mixture and uses advised against

Relevant identified uses

Main use category : Consumer use, Industrial use, Professional use

1.3. Details of the supplier of the safety data sheet

Valet-Chem Ltd
Summit Close
NG17 8GJ Kirkby In Ashfield Nottingham, Nottinghamshire
United Kingdom
T +44 (0) 844 414 0987
info@valetchem.co.uk

1.4. Emergency telephone number

Emergency number : +44 (0) 844 414 0987

Country/Area	Organisation/Company	Address	Emergency number	Comment
United Kingdom	National Poisons Information Service (Birmingham Centre) City Hospital	Dudley Road B18 7QH	0344 892 0111	Only for healthcare professionals
United Kingdom	National Poisons Information Service (Cardiff Centre) University Hospital Llandough	Penlan Road CF64 2XX	0344 892 0111	Only for healthcare professionals
United Kingdom	National Poisons Information Service (Edinburgh Centre) Royal Infirmary of Edinburgh	Little France Crescent EH16 4SA	0344 892 0111	Only for healthcare professionals
United Kingdom	Guy's & St Thomas' Poisons Unit Medical Toxicology Unit, Guy's & St Thomas' Hospital Trust	Avonley Road SE14 5ER	+44 20 7188 7188	
United Kingdom	National Poisons Information Service (Newcastle Centre) Regional Drugs and Therapeutics Centre	16/17 Framlington Place Newcastle-upon-Tyne NE2 4AB	0344 892 0111	Only for healthcare professionals
United Kingdom	National Poisons Information Service (Belfast Centre) Royal Victoria Hospital	Grosvenor Road BT12 6BA	0344 892 0111	Only for healthcare professionals
United Kingdom	NHS 111/NHS 24/NHS Direct		111 0845 4647	or call a doctor

SECTION 2: Hazards identification

2.1. Classification of the substance or mixture

Classification according to Regulation (EC) No. 1272/2008 [CLP]

Serious eye damage/eye irritation, Category 2 H319
Full text of H- and EUH-statements: see section 16

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Adverse physicochemical, human health and environmental effects

Causes serious eye irritation.

2.2. Label elements

Labelling according to Regulation (EC) No. 1272/2008 [CLP]

Hazard pictograms (CLP)



GHS07

Signal word (CLP)

: Warning

Hazard statements (CLP)

: H319 - Causes serious eye irritation.

Precautionary statements (CLP)

: P264 - Wash hands, forearms and face thoroughly after handling.

P280 - Wear protective gloves/protective clothing/eye protection/face protection/hearing protection.

P305+P351+P338 - IF IN EYES: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing.

P337+P313 - If eye irritation persists: Get medical advice/attention.

2.3. Other hazards

Contains no PBT/vPvB substances $\geq 0.1\%$ assessed in accordance with REACH Annex XIII

Component	
Substance(s) not meeting the PBT criteria of REACH regulation, in accordance with Annex XIII	1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)
Substance(s) not meeting the vPvB criteria of REACH regulation, in accordance with Annex XIII	1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)

The mixture does not contain substance(s) included in the list established in accordance with Article 59(1) of REACH for having endocrine disrupting properties, or is not identified as having endocrine disrupting properties in accordance with the criteria set out in Commission Delegated Regulation (EU) 2017/2100 or Commission Regulation (EU) 2018/605

SECTION 3: Composition/information on ingredients

3.2. Mixtures

Name	Product identifier	%	Classification according to Regulation (EC) No. 1272/2008 [CLP]
SULPHONIC ACIDS, C14-17-SEC-ALKANE, SODIUM SALT	CAS-No.: 97489-15-1 EC-No.: 307-055-2 REACH-no: 01-2119489924-20	3-6	Acute Tox. 4 (Oral), H302 Skin Irrit. 2, H315 Eye Dam. 1, H318 Aquatic Chronic 3, H412
SODIUM POLYOXYETHYLENE LAURYL ETHER SULPHATE	CAS-No.: 9004-82-4 EC-No.: 618-398-5	1 – 3	Skin Irrit. 2, H315 Eye Irrit. 2, H319
1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts	CAS-No.: 147170-44-3 EC-No.: 931-296-8 REACH-no: 01-2119488533-30	1.4 – 1.5	Eye Dam. 1, H318 Aquatic Chronic 3, H412

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Specific concentration limits:		
Name	Product identifier	Specific concentration limits (%)
SULPHONIC ACIDS, C14-17-SEC-ALKANE, SODIUM SALT	CAS-No.: 97489-15-1 EC-No.: 307-055-2 REACH-no: 01-2119489924-20	(10 < C ≤ 15) Skin Irrit. 2; H315 (10 < C ≤ 15) Eye Irrit. 2; H319 (15 < C ≤ 60) Skin Irrit. 2; H315 (15 < C ≤ 60) Eye Dam. 1; H318 (60 < C < 100) Acute Tox. 4 (Oral); H302 (60 < C < 100) Skin Irrit. 2; H315 (60 < C < 100) Eye Dam. 1; H318
1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts	CAS-No.: 147170-44-3 EC-No.: 931-296-8 REACH-no: 01-2119488533-30	(4 < C ≤ 10) Eye Irrit. 2; H319 (10 < C < 100) Eye Dam. 1; H318

Full text of H- and EUH-statements: see section 16

SECTION 4: First aid measures

4.1. Description of first aid measures

First-aid measures general	: If you feel unwell, seek medical advice.
First-aid measures after inhalation	: Remove person to fresh air and keep comfortable for breathing.
First-aid measures after skin contact	: Wash skin with plenty of water.
First-aid measures after eye contact	: Rinse cautiously with water for several minutes. Remove contact lenses, if present and easy to do. Continue rinsing. If eye irritation persists: Get medical advice/attention.
First-aid measures after ingestion	: Call a poison center or a doctor if you feel unwell.
First-aid measures for first aider	: First aid workers will be equipped with suitable personal protective equipment.

4.2. Most important symptoms and effects, both acute and delayed

Symptoms/effects after inhalation	: Although no appropriate human or animal health effects data are known to exist, this material is expected to be an inhalation hazard.
Symptoms/effects after skin contact	: None under normal conditions.
Symptoms/effects after eye contact	: Eye irritation.
Symptoms/effects after ingestion	: None under normal conditions.

4.3. Indication of any immediate medical attention and special treatment needed

Treat symptomatically.

SECTION 5: Firefighting measures

5.1. Extinguishing media

Suitable extinguishing media	: Water spray. Dry powder. Foam. Carbon dioxide.
Unsuitable extinguishing media	: Do not use a heavy water stream.

5.2. Special hazards arising from the substance or mixture

Fire hazard	: No fire hazard.
Explosion hazard	: No direct explosion hazard.
Hazardous decomposition products in case of fire	: Toxic fumes may be released.

5.3. Advice for firefighters

Firefighting instructions	: Fight fire from safe distance and protected location. Do not enter fire area without proper protective equipment, including respiratory protection.
Protection during firefighting	: Do not attempt to take action without suitable protective equipment. Self-contained breathing apparatus. Complete protective clothing.

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SECTION 6: Accidental release measures

6.1. Personal precautions, protective equipment and emergency procedures

General measures : Stop leak if safe to do so. Notify authorities if product enters sewers or public waters.
Absorb spillage to prevent material damage.

For non-emergency personnel

Protective equipment : Wear recommended personal protective equipment.
Emergency procedures : Ventilate spillage area. Avoid contact with skin and eyes.

For emergency responders

Protective equipment : Do not attempt to take action without suitable protective equipment. For further information refer to section 8: "Exposure controls/personal protection".
Emergency procedures : Evacuate unnecessary personnel. Stop leak if safe to do so.

6.2. Environmental precautions

Avoid release to the environment.

6.3. Methods and material for containment and cleaning up

For containment : Absorb spilled material with sand or earth. Contain any spills with dikes or absorbents to prevent migration and entry into sewers or streams. Stop leak without risks if possible.
Methods for cleaning up : Take up liquid spill into absorbent material.
Other information : Dispose of materials or solid residues at an authorized site.

6.4. Reference to other sections

For further information refer to section 13.

SECTION 7: Handling and storage

7.1. Precautions for safe handling

Additional hazards when processed : Not expected to present a significant hazard under anticipated conditions of normal use.
Precautions for safe handling : Ensure good ventilation of the work station. Avoid contact with skin and eyes. Wear personal protective equipment.
Hygiene measures : Do not eat, drink or smoke when using this product. Always wash hands after handling the product.

7.2. Conditions for safe storage, including any incompatibilities

Technical measures : Keep in a cool, well-ventilated place away from heat.
Storage conditions : Keep cool. Protect from sunlight.
Packaging materials : Store always product in container of same material as original container.

Switzerland

Storage class (LK) : LK 10/12 - Liquids

7.3. Specific end use(s)

No additional information available

SECTION 8: Exposure controls/personal protection

8.1. Control parameters

No additional information available

8.2. Exposure controls

Appropriate engineering controls

Appropriate engineering controls:
Ensure good ventilation of the work station.

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Personal protection equipment

Personal protective equipment:

Wear recommended personal protective equipment.

Personal protective equipment symbol(s):



Eye and face protection

Eye protection:

Safety glasses

Skin protection

Skin and body protection:

Wear suitable protective clothing

Hand protection:

Protective gloves

Respiratory protection

Respiratory protection:

In case of insufficient ventilation, wear suitable respiratory equipment

Environmental exposure controls

Environmental exposure controls:

Avoid release to the environment.

SECTION 9: Physical and chemical properties

9.1. Information on basic physical and chemical properties

Physical state	: Liquid
Colour	: Not available
Odour	: Not available
Odour threshold	: Not available
Melting point	: Not applicable
Freezing point	: Not available
Boiling point	: Not available
Flammability	: Not available
Lower explosion limit	: Not available
Upper explosion limit	: Not available
Flash point	: Not available
Auto-ignition temperature	: Not available
Decomposition temperature	: Not available
pH	: Not available
Viscosity, kinematic	: Not available
Solubility	: Not available
Partition coefficient n-octanol/water (Log Kow)	: Not available
Vapour pressure	: Not available
Vapour pressure at 50 °C	: Not available
Density	: Not available
Relative density	: Not available
Relative vapour density at 20 °C	: Not available
Particle characteristics	: Not applicable

9.2. Other information

No additional information available

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SECTION 10: Stability and reactivity

10.1. Reactivity

The product is non-reactive under normal conditions of use, storage and transport.

10.2. Chemical stability

Stable under normal conditions.

10.3. Possibility of hazardous reactions

No dangerous reactions known under normal conditions of use.

10.4. Conditions to avoid

None under recommended storage and handling conditions (see section 7).

10.5. Incompatible materials

No additional information available

10.6. Hazardous decomposition products

Under normal conditions of storage and use, hazardous decomposition products should not be produced.

SECTION 11: Toxicological information

11.1. Information on hazard classes as defined in Regulation (EC) No 1272/2008

Acute toxicity (oral) : Not classified
Acute toxicity (dermal) : Not classified
Acute toxicity (inhalation) : Not classified

SULPHONIC ACIDS, C14-17-SEC-ALKANE, SODIUM SALT (97489-15-1)

LD50 oral rat	500 – 2000 mg/kg bodyweight Animal: rat, Guideline: OECD Guideline 401 (Acute Oral Toxicity)
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1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)

LD50 oral rat	> 2000 mg/kg bodyweight Animal: rat, Guideline: OECD Guideline 401 (Acute Oral Toxicity), Guideline: EU Method B.1 (Acute Toxicity (Oral))
LD50 dermal rat	2000 mg/kg
LD50 dermal rabbit	> 2000 mg/kg bodyweight Animal: rabbit, Guideline: other:Modification of the techniques described in Appraisal of the Safety of Chemicals in Foods, Drugs & Cosmetics, compiled by staff of the Division of Pharmacology, Food and Drug Administration

Skin corrosion/irritation : Not classified

SULPHONIC ACIDS, C14-17-SEC-ALKANE, SODIUM SALT (97489-15-1)

pH	7
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Serious eye damage/irritation : Causes serious eye irritation.

SULPHONIC ACIDS, C14-17-SEC-ALKANE, SODIUM SALT (97489-15-1)

pH	7
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Respiratory or skin sensitisation : Not classified
Germ cell mutagenicity : Not classified
Carcinogenicity : Not classified
Reproductive toxicity : Not classified
STOT-single exposure : Not classified
STOT-repeated exposure : Not classified

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1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)

LOAEL (dermal, rat/rabbit, 90 days)	50 mg/kg bodyweight Animal: rat
NOAEL (oral, rat, 90 days)	> 750 mg/kg bodyweight Animal: rat, Guideline: OECD Guideline 407 (Repeated Dose 28-Day Oral Toxicity in Rodents)

Aspiration hazard : Not classified

1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)

Viscosity, kinematic	≈ 1180 mm ² /s
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11.2. Information on other hazards

No additional information available

SECTION 12: Ecological information

12.1. Toxicity

Ecology - general	: The product is not considered harmful to aquatic organisms nor to cause long-term adverse effects in the environment.
Hazardous to the aquatic environment, short-term (acute)	: Not classified
Hazardous to the aquatic environment, long-term (chronic)	: Not classified

SULPHONIC ACIDS, C14-17-SEC-ALKANE, SODIUM SALT (97489-15-1)

LC50 - Fish [1]	5.5 mg/l Test organisms (species): Leuciscus idus melanotus
LC50 - Fish [2]	8.4 mg/l Test organisms (species): Leuciscus idus melanotus
EC50 - Crustacea [1]	9.2 mg/l Test organisms (species): Daphnia magna
EC50 - Crustacea [2]	9.8 mg/l Test organisms (species): Daphnia magna
EC50 72h - Algae [1]	> 61 mg/l Test organisms (species): Desmodesmus subspicatus (previous name: Scenedesmus subspicatus)
EC50 72h - Algae [2]	> 100 mg/l Test organisms (species): Desmodesmus subspicatus (previous name: Scenedesmus subspicatus)
LOEC (chronic)	1.6 mg/l Test organisms (species): Daphnia magna Duration: '22 d'

1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)

LC50 - Fish [1]	1.11 mg/l Test organisms (species): Pimephales promelas
EC50 - Crustacea [1]	6.5 mg/l Test organisms (species): Daphnia magna
EC50 96h - Algae [1]	≈ 8 mg/l Test organisms (species): Pseudokirchneriella subcapitata (previous names: Raphidocelis subcapitata, Selenastrum capricornutum)
EC50 96h - Algae [2]	> 10 mg/l Test organisms (species): Pseudokirchneriella subcapitata (previous names: Raphidocelis subcapitata, Selenastrum capricornutum)
ErC50 algae	2.4 mg/l
LOEC (chronic)	0.24 mg/l Test organisms (species): Daphnia magna Duration: '21 d'
NOEC chronic fish	0.135 mg/l 37 Days - Oncorhynchus mykiss (rainbow trout)
NOEC chronic crustacea	0.3 mg/l 21 d - Daphnia magna (Water flea)

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12.2. Persistence and degradability

Animal shampoo

Persistence and degradability	Not rapidly degradable
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SULPHONIC ACIDS, C14-17-SEC-ALKANE, SODIUM SALT (97489-15-1)

Persistence and degradability	Not rapidly degradable
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1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)

Persistence and degradability	92.5 % biodegradation 28 DAYS.
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SODIUM POLYOXYETHYLENE LAURYL ETHER SULPHATE (9004-82-4)

Persistence and degradability	Not rapidly degradable
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12.3. Bioaccumulative potential

1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)

Partition coefficient n-octanol/water (Log Pow)	3.75
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12.4. Mobility in soil

1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)

Surface tension	27.7 mN/m
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12.5. Results of PBT and vPvB assessment

Component

Substance(s) not meeting the PBT criteria of REACH regulation, in accordance with Annex XIII	1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)
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Substance(s) not meeting the vPvB criteria of REACH regulation, in accordance with Annex XIII	1-propanaminium, 3-amino-N-(carboxymethyl)-N,N-dimethyl-, N-C8-18 (even numbered) acyl derivs., hydroxides, inner salts (147170-44-3)
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12.6. Endocrine disrupting properties

No additional information available

12.7. Other adverse effects

No additional information available

SECTION 13: Disposal considerations

13.1. Waste treatment methods

Regional legislation (waste)	: Disposal must be done according to official regulations.
Waste treatment methods	: Dispose of contents/container in accordance with licensed collector's sorting instructions.
Sewage disposal recommendations	: Disposal must be done according to official regulations.
Product/Packaging disposal recommendations	: Disposal must be done according to official regulations.
Additional information	: Do not re-use empty containers.

SECTION 14: Transport information

In accordance with ADR / IMDG / IATA / ADN / RID

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ADR	IMDG	IATA	ADN	RID
14.1. UN number or ID number				
Not regulated for transport				
14.2. UN proper shipping name				
Not regulated	Not regulated	Not regulated	Not regulated	Not regulated
14.3. Transport hazard class(es)				
Not regulated	Not regulated	Not regulated	Not regulated	Not regulated
14.4. Packing group				
Not regulated	Not regulated	Not regulated	Not regulated	Not regulated
14.5. Environmental hazards				
Not regulated	Not regulated	Not regulated	Not regulated	Not regulated
No supplementary information available				

14.6. Special precautions for user

Overland transport

Not regulated

Transport by sea

Not regulated

Air transport

Not regulated

Inland waterway transport

Not regulated

Rail transport

Not regulated

14.7. Maritime transport in bulk according to IMO instruments

Not applicable

SECTION 15: Regulatory information

15.1. Safety, health and environmental regulations/legislation specific for the substance or mixture

EU-Regulations

REACH Annex XVII (Restriction List)

Contains no REACH substances with Annex XVII restrictions

REACH Annex XIV (Authorisation List)

Contains no REACH Annex XIV substances

REACH Candidate List (SVHC)

Contains no substance on the REACH candidate list

PIC Regulation (Prior Informed Consent)

Contains no substance subject to Regulation (EU) No 649/2012 of the European Parliament and of the Council of 4 July 2012 concerning the export and import of hazardous chemicals.

POP Regulation (Persistent Organic Pollutants)

Contains no substance subject to Regulation (EU) No 2019/1021 of the European Parliament and of the Council of 20 June 2019 on persistent organic pollutants

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Ozone Regulation (1005/2009)

Contains no substance subject to REGULATION (EU) No 1005/2009 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 16 September 2009 on substances that deplete the ozone layer.

Dual-Use Regulation (428/2009)

Contains no substance subject to the COUNCIL REGULATION (EC) No 428/2009 of 5 May 2009 setting up a Community regime for the control of exports, transfer, brokering and transit of dual-use items.

Explosives Precursors Regulation (2019/1148)

Contains no substance subject to Regulation (EU) 2019/1148 of the European Parliament and of the Council of 20 June 2019 on the marketing and use of explosives precursors.

Drug Precursors Regulation (273/2004)

Contains no substance subject to Regulation (EC) 273/2004 of the European Parliament and of the Council of 11 February 2004 on the manufacture and the placing on market of certain substances used in the illicit manufacture of narcotic drugs and psychotropic substances.

National regulations

Germany

- Employment restrictions : Observe restrictions according Act on the Protection of Working Mothers (MuSchG).
Observe restrictions according Act on the Protection of Young People in Employment (JArbSchG).
- Water hazard class (WGK) : WGK 3, Highly hazardous to water (Classification according to AwSV, Annex 1).
- Hazardous Incident Ordinance (12. BImSchV) : Is not subject of the Hazardous Incident Ordinance (12. BImSchV)

Netherlands

- SZW-lijst van kankerverwekkende stoffen : SULPHONIC ACIDS, C14-17-SEC-ALKANE, SODIUM SALT is listed
- SZW-lijst van mutagene stoffen : SULPHONIC ACIDS, C14-17-SEC-ALKANE, SODIUM SALT is listed
- SZW-lijst van reprotoxische stoffen – Borstvoeding : None of the components are listed
- SZW-lijst van reprotoxische stoffen – Vruchtbaarheid : None of the components are listed
- SZW-lijst van reprotoxische stoffen – Ontwikkeling : None of the components are listed

15.2. Chemical safety assessment

No chemical safety assessment has been carried out

SECTION 16: Other information

Abbreviations and acronyms:

ADN	European Agreement concerning the International Carriage of Dangerous Goods by Inland Waterways
ADR	European Agreement concerning the International Carriage of Dangerous Goods by Road
ATE	Acute Toxicity Estimate
BCF	Bioconcentration factor
BLV	Biological limit value
BOD	Biochemical oxygen demand (BOD)
COD	Chemical oxygen demand (COD)
DMEL	Derived Minimal Effect level
DNEL	Derived-No Effect Level
EC-No.	European Community number
EC50	Median effective concentration
EN	European Standard
IARC	International Agency for Research on Cancer
IATA	International Air Transport Association

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Abbreviations and acronyms:	
IMDG	International Maritime Dangerous Goods
LC50	Median lethal concentration
LD50	Median lethal dose
LOAEL	Lowest Observed Adverse Effect Level
NOAEC	No-Observed Adverse Effect Concentration
NOAEL	No-Observed Adverse Effect Level
NOEC	No-Observed Effect Concentration
OECD	Organisation for Economic Co-operation and Development
OEL	Occupational Exposure Limit
PBT	Persistent Bioaccumulative Toxic
PNEC	Predicted No-Effect Concentration
RID	Regulations concerning the International Carriage of Dangerous Goods by Rail
SDS	Safety Data Sheet
STP	Sewage treatment plant
ThOD	Theoretical oxygen demand (ThOD)
TLM	Median Tolerance Limit
VOC	Volatile Organic Compounds
CAS-No.	Chemical Abstract Service number
N.O.S.	Not Otherwise Specified
vPvB	Very Persistent and Very Bioaccumulative
ED	Endocrine disruptor

Full text of H- and EUH-statements:	
Acute Tox. 4 (Oral)	Acute toxicity (oral), Category 4
Aquatic Chronic 3	Hazardous to the aquatic environment — Chronic Hazard, Category 3
Eye Dam. 1	Serious eye damage/eye irritation, Category 1
Eye Irrit. 2	Serious eye damage/eye irritation, Category 2
H302	Harmful if swallowed.
H315	Causes skin irritation.
H318	Causes serious eye damage.
H319	Causes serious eye irritation.
H412	Harmful to aquatic life with long lasting effects.
Skin Irrit. 2	Skin corrosion/irritation, Category 2

Safety Data Sheet (SDS), EU

This information is based on our current knowledge and is intended to describe the product for the purposes of health, safety and environmental requirements only. It should not therefore be construed as guaranteeing any specific property of the product.