

FAQ

Q: How long does one refill cartridge last?

A: Each refill cartridge will deodorize for approximately 30 days. The gel on the inside of the cartridge will begin depleting as soon as it is exposed to the air.

Q: My refill cartridge still smells after 30 days, is it deodorizing?

A: No, even if the refill has a lingering scent, our formula is tested to deodorize for approximately 30 days. Any scent afterwards is just remanence of the essential oils within the gel and will not deodorize your space.

Q: Does DeoBlock just mask odors?

A: No, DeoBlock actually deodorizes the space by attacking malodor molecules and leaving your space smelling fresh with the mixture of an essential oil fragrance.

Q: How do I order custom DeoBlocks?

A: Visit our wholesale page, fill out the form, and we will reach out via email within 48 hours.

Q: How do I enable the adjustable airflow feature?

A: Turn DeoBlock 90° counter-clockwise.

Q: How big of a space will DeoBlock efficiently deodorize?

A: A standard sized half bathroom, approximately 5' x 5' x 8' is as big as we recommend. DeoBlock also deodorizes cars of all sizes effectively.

Q: What other spaces can I deodorize with DeoBlock?

A: Gym bags, lockers, cars, closets, cabinets, shoes or any other compact spaces that need deodorizing.

Q: Is DeoBlock durable?

A: Yes. DeoBlock is structurally sound due to its three-dimensional cube design. We designed it this way to withstand the wear and tear of equipment and gym bags.

Q: Can I leave my DeoBlock in very hot/cold climates?

A: Yes! DeoBlock's gel has been clinically stability tested and remains stable in temperatures as high as 113° F and below freezing. Leave DeoBlock in your car without a care in the world.

Q: Is the DeoBlock Refill Cartridge already filled with gel?

A: Yes, we would never let you down! Every DeoBlock arrives with a cartridge pre-filled with our deodorizing gel and essential oil fragrance of your choice.

Q: Is a subscription service required?

A: Of course not! However, we suggest this due to the convenience of getting refills shipped right to your doorstep, every 30 days, no sweat.

Q: Can I cancel my subscription at any time?

A: Absolutely. Please login to your account profile and visit the 'subscriptions' tab. Follow the instructions indicated and cancel your refill subscription.

Q: What kind of gel is in each refill cartridge?

A: 100% Plant-based gel, mixed with our deodorizing formula and unique essential oil scents.

Q: Do refills contain 100% natural essential oils?

A: No. We use a combination of high-quality fragrance components as well as pure essential oils in order to create pleasant and unique fragrances.

Q: How do I dispose of my refill cartridge?

A: All refill cartridges are 100% recyclable. Even the gel on the inside! Please dispose of the refill cartridges by throwing them in your recycling bin. Then, make sure you head back here, deoblock.com, for another!

Q: How many scents do you offer?

A: DeoBlock currently has 3 available scents: Oceanside, Sandalwood, and Apple Blossom. However, we are always working on researching new scents based on customer's feedback! If you would like us to look into creating a new fragrance, submit a request at the bottom of our website.

Q: Can I refill DeoBlock with my own third-party essential oils?

A: No. DeoBlock refill cartridges arrives with our deodorizing, essential oil, gel pre-filled. We guarantee there is a scent you will love!

Q: What happens if my DeoBlock breaks?

A: While that would be extremely impressive, please email us at info@deoblock.com with any photos of the damage and we will send you a new one.

Q: Can I return my product if I am unsatisfied?

A: Yes, message info@deoblock.com and we will address your concern within 24 hours.