



FAQs

1. Can I use it on top and bottom lashes?

Lash Recovery Serum is safe for use on both the upper and lower eyelashes. However, if you use Lash Recovery Serum on your lower eyelashes, we recommend that you are careful not to over-saturate the Lash Recovery Serum application brush, and to avoid direct contact with the eyes. Remember, you only need to apply a small amount of Lash Recovery Serum once daily to enhance the beauty of your natural eyelashes.

2. Can I apply over mascara?

We recommend using Lash Recovery Serum in the evening, after you have removed your eye makeup; apply it to the base of the eyelid - not on the lashes. However, if you apply Lash Recovery Serum in the morning, please allow at least 5 minutes before applying your daily facial products or mascara. When used as directed, Lash Recovery Serum should not interfere with mascara use. As a helpful reminder, we recommend that you are careful not to over-saturate the Lash Recovery Serum application brush. Remember, you only need to apply a small amount of Lash Recovery Serum once daily to achieve beautiful looking eyelashes.

3. Do I apply similar to "eyeliner" on skin of eyelid or at the base of the actual lashes?

Yes, apply similar to eyeliner, along the lash line at the base of your eyelash.

4. Can Lash Recovery Serum be used for chemotherapy clients?

We do not have studies for use on chemotherapy clients, but provided the client has successfully finished chemotherapy, there is no contraindication as to why they should not try it. Consult client's physician first if needed.

5. Can I apply Lash Recovery Serum twice per day?

Recommended use is once per day, at night. Use sparingly and only a very small amount is needed to achieve great results.

6. Can I use it all year round? Or does it have to be in shorter courses (i.e, 6 or 8-week periods)?

You should use Lash Recovery Serum daily for up to 6 weeks or until you are happy with the results; thereafter, 3-4 days a week to maintain the results.

If applying to eyebrows, can it be applied to skin if moisturizer is on, or should it be applied to bare skin? Should I avoid applying eye or night cream on after the Lash Recovery Serum application? Apply on clean skin and wait until it has dried before applying other products.

7. Does it have to be night time; can I not apply below my mascara?

For best results apply on clean skin at night. If you apply in the morning, wait until the serum has dried and then apply mascara.

8. What happens if I over use it? Is it really only one stroke along the lashes?

We do not have studies on "over use," but you should be careful applying too much product so that the product does not get into eyes.

9. Will it cause tingling sensation? Is that normal?

In our clinical studies, no one experienced a tingling sensation. But if you have very sensitive skin, tingling can occur. If redness or irritation occurs, rinse with cool water, discontinue use and consult an ophthalmologist.

10. Will it cause eye colour change?

This is highly unlikely, as Lash Recovery Serum is a prostaglandin-free product.

11. If I over-pluck my eyebrows, can I use it on a small "bald" patch in my brows?

Yes, it will encourage new hair growth.

12. Do I apply it in areas that I want eyebrows to grow back, or just over my eyebrow hairs?

Apply Lash Recovery Serum on all areas where you want thicker, fuller and longer eyebrows.

13. Will it add color to my eyelashes?

It will not add colour, but once the lashes grow thicker, they will appear glossier and darker.

14. How does Idebenone PROTECT the skin from Premature aging?

It PROTECTS by scavenging dangerous free radicals produced by exposure to our environment such as UV light, cigarette smoke, heat, alcohol, air pollution, ozone, etc. In effect, it provides EPF which sunscreens (SPF) do not provide. See explanation of EPF.

15. What is the difference between Peptides and Lipopeptides?

Peptides are short chains of amino acids hooked together - the building blocks of proteins. Lipopeptides are short chains of amino acids that are attached to fatty ("lipid") molecules to improve cell delivery.