



GENERAL PRODUCT FAQ'S

Q. What is PURE RESULTS REGIMEN with LSR10™ and who is it designed for?

A. The PURE RESULTS REGIMEN with LSR10™ is a 4-step skincare regimen scientifically formulated to help reduce inflammation and the top ten visible signs of aging. The Regimen is designed for all ages, all skin types and all ethnicities and can be customized for specific skin concerns such as oily/combination skin and blemishes.

Q: What are the customization options for various skin types?

A: EVER's skincare products are designed for all ages, all skin types and all ethnicities, yet can be customized for specific skin concerns. Men and women of all ages will benefit from protecting and treating their skin with EVER. To customize your regimen:

- Choose LUMINOUS Nutrient Rich Cleansing Balm for dry/normal/sensitive skin or REBALANCE Purifying Gel Cleanser for oily/combination and blemished-prone skin.
- Choose a non-tinted or tinted SPF AM Moisturizer to match your skin shade.
- For blemish-prone skin, you may use the HYDRALIFT Moisture Injection Cream on drier areas of the skin including the neck and décolleté. Our Daylight Radiance SPF products are oil-free so perfectly safe to use on blemish-prone skin.
- For sensitive, extremely dry, allergic skin or eczema, introduce the REVEAL Peel Pads and YOUTHFUL serum 2 nights per week and work up to daily use.
- For deeper wrinkles: we recommend the OVERNIGHT FACIAL Cellular Renewal Oil as an enhancer to the Regimen 3x per week in place of the YOUTHFUL Face & Eye Serum

Q. What is LSR10™?

A. LSR10 is our patent-pending complex of three powerful molecules, scientifically formulated to reduce inflammation, fight free radicals and protect against environmental stress factors to reduce the top ten visible signs of aging and keep skin looking youthful, vibrant and healthy.

Q: Do I need to use all the products in the PURE RESULTS Regimen?

A: All the products in the PURE RESULTS Regimen are specifically designed to work together to provide you with the best results. When used as a system, the clinical-grade

ingredients work to effectively exfoliate, balance the pH level of your skin and penetrate into the layers of your skin for optimal results. Your specialist will guide you in using the regimen based on his or her assessment of your needs.

Q: How long does the PURE RESULTS REGIMEN last?

A: The regimen will last approximately 46- 60 days with average usage.

Q: What is the shelf life of the products?

A: Our products have a general shelf life of 2 years from the time of production, unopened. We recommend you store the products in a cool, dark place and avoid extreme temperatures, to maintain optimum efficacy.

Q: How do I test products to determine if my skin is sensitive to them?

A: We recommend you test products using the following instructions for three days, three times a day:

1. Apply a small amount of the product on your jawline or neck. If you're testing a cleanser, apply it for 30 seconds, and then rinse it off.
2. Apply each product on a separate area. When you test again, reapply the products in the same area as originally applied.
3. Watch for any signs of redness, dryness, irritation or swelling.

If you determine you are sensitive to a product, discontinue use immediately. You may want to consider consulting your physician for further testing to determine whether your skin may be sensitive to certain ingredient(s) so that you may avoid using products containing that ingredient in the future.

Q: Can I use EVER in combination with other skincare products?

A: EVER products are perfectly safe to use with products from other brands. However, the PURE RESULTS REGIMEN with LSR10™ products are optimized to be used together, therefore are most impactful when used together as a system.

Q: Can I use the cleansers with a sonic cleansing brush device?

A: Yes, you can use any of our cleansers with a sonic cleansing brush. However, if using the PURE RESULTS REGIMEN you should be aware that your skin will be more sensitive due to the exfoliating action of the Peel Pads.

Q: Which products are recommended for oily skin/blemish/sensitive skin?

A: For oily, combination or blemish-prone skin, we recommend choosing the REBALANCE Purifying Gel Cleanser with your regimen. Our sunscreen products are oil-free and designed to be used for all skin types including oily, combination or blemish-prone skin.

If you have a very oily t-zone, use the nighttime moisturizing cream sparingly in your t-zone. All the products are designed for sensitive skin; however the Peel Pads are quite active so we recommend starting with three times per week and building to daily PM use.

Q: What type of exfoliants are there in the line? Are they granular like a mechanical exfoliant, or AHA's?

A: Examples of our current exfoliants are caviar lime and lactic acid (AHA), and Salicylic Acid (BHA). We also use retinol in our Cellular Renewal Treatment and Mucor Miehei mushroom which acts like an enzyme to exfoliate.

Q: How do these products interact with Retin A and Vitamin C? Are there contraindications with any other products or skin treatments?

A: We recommend you consult with your doctor/dermatologist if using EVER simultaneously with cosmetic procedures, facial waxing or prescription OTCs such as Retin A. EVER is a very active, high-performance line; many of our products contain efficacious levels of Vitamin C and our Cellular Renewal Oil contains retinol, an effective but more gentle retinoid.

Q: Do EVER products contain Retin-A or retinol?

A: EVER uses retinol—a milder form of Retin-A—in our Overnight Facial product. Retinol has been favored by dermatologists for decades to encourage epidermal cell turnover to visibly improve skin texture and minimize the appearance of pores. However, because retinol may increase photosensitivity and because sun exposure diminishes the efficacy of retinol, we advise that you use retinol only at night, avoid sun exposure and use an SPF 20+ each morning. Retinol should not be used while pregnant or breastfeeding and you should consult your dermatologist or aesthetician if you do facial waxing, before using retinol as it can cause sensitivity.

Retinol can be found in:

- OVERNIGHT FACIAL Cellular Renewal Oil

Q: When can I expect to see results using EVER products?

A: The PURE RESULTS Regimen is scientifically formulated to help reduce the top 10 visible signs of aging and can be compared with products that are sold in your dermatologist's office. Based on clinical studies, we have seen smoother, softer skin in just 7 days. See our clinical results online at everskin.com.

Q: Can I use EVER with chemical peels, Botox, or other cosmetic procedures?

A: We recommend you consult with your doctor if using EVER with cosmetic procedures. Some EVER products contain exfoliants that may increase your skin's sensitivity to the sun so we recommend an SPF of 20 or higher and avoiding the sun whenever possible.

Q: Are EVER sunscreens compliant with the 2012 U.S. Food and Drug Administration (FDA) guidelines?

A: All EVER sunscreen products meet the FDA's criteria to be labeled broad spectrum. This means they offer proportionate UVA and UVB protection and may be labeled for protection against early skin aging and skin cancer.

Q: Do you use chemical SPF? What is the difference between physical and chemical sunscreen?

A: Physical, inorganic sunscreens such as zinc oxide and titanium dioxide sit on top of the skin to block the sun's rays, whereas chemical sunscreens (i.e. avobenzone, octylmethylcinnamate for example) absorb UVA/UVB rays. Chemical sunscreens can be unstable and cause skin sensitization. EVER uses only physical, inorganic sunscreens – micronized (non-nano) titanium dioxide and zinc oxide—in our products because we believe they are the most effective and safe broad-spectrum UVA/UVB sunscreens that exist in the marketplace. Physical, inorganic sunscreens are inert on skin and also help to keep skin surface cool and reduce the appearance of heat-induced redness.

Q: Are EVER products safe to use during pregnancy and breastfeeding?

A: If you are pregnant or breastfeeding, we recommend you consult with your doctor before introducing new skincare items to your regimen. The Overnight Facial Cellular Renewal Oil contains retinol and is not recommended for those who are pregnant or breastfeeding.

Q: Are EVER products non-comedogenic (pore-clogging) and hypoallergenic?

A: The term 'hypoallergenic' is not a medical term, nor does it mean anything specific in skincare. Our products have passed rigorous dermal irritation testing and we have not found any of our products to be comedogenic (pore-clogging).

Q: What peptides are used in the EVER line?

A: EVER uses a combination of clinical-grade peptides and peptide blends – see our Product Guide and Product Training for how they work in specific products.

Q: What does "good-for-you" mean?

A: At EVER, "good for you" means science and ingredients that promote health and wellness for the skin and the body.

Q: What does EVER CONSCIOUS mean?

A: EVER CONSCIOUS represents our rigorous ingredient standards. We formulate only with ingredients that are good for you and safe, while delivering performance at the same time.

Our formulas and ingredients are free of parabens, sulfates, phthalates, propylene glycol, synthetic fragrances and colors, chemical sunscreens, hydroquinone, BPA and others (see our Never Ever list on everskin.com). We do not test our products on animals. We also used recyclable and responsible packaging where possible and our cartons are made in a wind-powered facility.

Q: Do EVER products contain paraben preservatives?

A: No. All EVER products and ingredients are paraben-free.

Q: Do EVER products contain preservatives?

Preservatives must be used in skincare products to help prevent microbial contamination, to increase shelf life and to keep products and consumers safe. EVER formulas use the appropriate amount of safe preservatives to ensure our products are effective, stable and enjoyable. Some examples of safe preservatives we use are Phenoxyethanol, Ethylhexylglycerin and Dehydroacetic Acid.

Q: Are your products natural?

A: There are no official FDA standards for 'natural' in skincare or cosmetics. The majority of EVER formulas are plant-based or derived from natural sources—such as our Magnolia-based LSR10™ Bioactive Complex. However, some synthetic ingredients are necessary in skincare formulas to improve active penetration of ingredients, stability and shelf life so we can deliver the most effective, safe and luxurious formulas possible.

Q: Are your products 'organic'?

A: The majority of our ingredients are derived from botanicals but are not necessarily classified as "organic". In the US, there are no standards for what constitutes "organic beauty". The U.S. Department of Agriculture (USDA) is the regulating body for organic food, but the U.S. Food and Drug Administration (FDA) is the regulating agency for cosmetics and beauty products. The FDA does not define or regulate organic skincare or body care. Also, there is no evidence that organic ingredients are safer or more effective than non-organic ingredients.

Q: What does "botanically-derived" mean?

A: The term "botanically-derived" means derived from a plant, non-petroleum mineral, inorganic or other natural source.

Q: How does Ever score on the EWG Skindeep database (www.ewg.org)?

A: The majority of our products on EWG's Skindeep web site are live (see <http://www.ewg.org/skindeep/brand/EVER/products/>) with an average score of "4". When you click on the link to each product, you will see that the majority of our

ingredients score a “0” to “1” which is what we anticipated. However, the EWG scores all fragrances as a “4” due to the fact that they do not distinguish between synthetic fragrances and natural fragrances. EVER uses only natural fragrances (see below for definition of natural fragrances and synthetic fragrances).

Q: Are your products fragrance-free?

A: We use natural, botanical-based fragrances and pure essential oils to enhance the product experience. All of our fragrances are phthalate-free and tested for skin sensitivity; however if you have any sensitivity to fragrance we recommend you patch test the products on your forearm or a small area of your jaw before using on the entire face. The fragrance used in the PURE RESULTS REGIMEN is a proprietary natural fragrance designed specifically for EVER that is reminiscent of the magnolia flower.

Q: What is the difference between natural fragrances and synthetic fragrances?

A: Synthetic fragrances are often comprised of petrochemicals, parabens, phthalates and synthetic musks, all of which can cause allergic reactions, migraines, and a whole host of other sensitivities. Companies use them because they are cheap and they remain stable for a long time. Synthetic fragrances are often comprised of petrochemicals, parabens, phthalates and synthetic musks, all of which can cause allergic reactions, migraines, and a whole host of other sensitivities. Companies use them because they are cheap and they remain stable for a long time. EVER is committed to only using natural fragrances derived from essential oils such as bulgarian rose, indian jasmine, lavender, vanilla, citrus and almond.

Q: What if the fragrance in my product seems to smell “off”?

A: Because we are committed to using natural fragrances derived from essential oils versus synthetic fragrances, occasionally a fragrance may change due to the nature of the volatile oils, but rest assured that the products are as effective as ever, shelf stable up to 2 years unopened and that we are continuously working on creating stable fragrances while remaining true to our “good-for-you” values. Please address any “off” fragrances by notifying products@everskin.com or contacting the Delight Center.

Q: Are your products gluten-free?

A: All of EVER products are gluten-free.

Q: Are your products vegan?

A: The majority of EVER products are vegan. However, a few EVER products that contain animal byproducts are as follows:

- SMOOTH Anti-Aging Lip Treatment – Beeswax, Carmine
- LUMINOUS Nutrient Rich Cleansing Balm - Beeswax
- HYDRALIFT Moisture Injection Cream - Beeswax

Q: Do EVER products contain oils, seeds or nut butters?

A: The list of EVER products that contain oils or nut butters are as follows:

- LUMINOUS Nutrient-Rich Cleansing Balm - Sesamum Indicum (Sesame) Seed Oil, Prunus Domestica (Plum) Seed Oil
- YOUTHFUL Quattro Peptide Face & Eye Serum - Elaeis Guineensis (Palm) Oil
- HYDRALIFT Moisture Injection Cream - Ricinus Communis (Castor) Seed Oil, Persea Gratissima (Avocado) Oil, Oenothera Biennis (Evening Primrose) Oil, Macadamia Ternifolia Seed Oil
- DAYLIGHT RADIANCE MOISTURIZER SPF 20 - Jojoba Esters
- DAYLIGHT TINTED RADIANCE MOISTURIZER SPF 32
- OVERNIGHT FACIAL Cellular Renewal Oil - Sesamum Indicum (Sesame) Seed Oil, Helianthus Annuus (Sunflower) Seed Oil, Simmondsia Chinensis (Jojoba) Seed Oil, Macadamia Ternifolia Seed Oil, Camellia Japonica Seed Oil, Rosa Rubiginosa Seed Oil, Hippophae Rhamnoides Oil, Rosa Damascena Flower Oil, Salvia Hispanica Seed Oil, Carthamus Tinctorius (Safflower) Seed Oil
- SMOOTH Anti-Aging Lip Treatment - Cocos Nucifera (Coconut) Oil, Simmondsia Chinensis (Jojoba) Seed Oil, Mangifera Indica (Mango) Seed Butter, Moringa Oil, Prunus Amygdalus Dulcis (Sweet Almond) Oil, Vitis Vinifera (Grape) Seed Oil, Theobroma Cacao (Cocoa) Seed Butter, Elaeis Guineensis (Palm) Oil
- LIGHT BEAM Hand Repair Cream SPF 18 - Hippophae Rhamnoides Oil, Cocos Nucifera (Coconut) Oil
- GLOW Body Shimmer Oil - Sesamum Indicum (Sesame) Seed Oil, Helianthus Annuus (Sunflower) Seed Oil, Silica Silylate, Macadamia Ternifolia Seed Oil, Elaeis Guineensis (Palm) Oil, Salvia Hispanica (Chia) Seed Oil

Q: Do EVER products contain soy?

A: Many of our products contain a very small amount of soy from natural lecithin (lecithin is a lipid that acts as an important delivery system). The list is as follows:

- REVEAL Biomimetic Peel Pads
- YOUTHFUL Quattro Peptide Face & Eye Serum
- HYDRALIFT Moisture Injection Cream
- DAYLIGHT RADIANCE MOISTURIZER SPF 20
- DAYLIGHT TINTED RADIANCE MOISTURIZER SPF 32
- REVIVE Intensive Eye Lift
- LIGHT BEAM Hand Repair Cream SPF 18

Q: Do EVER products contain nano-particles?

A: No, EVER products do not contain nano-particles

Q: Do you test products on animals?

A: We never, ever test our products on animals nor do we ask others to do so.

Q: Where are the products manufactured and bottled?

A: EVER Products are all manufactured and filled in the USA.

Q: Will sample / travel sizes be available?

A: We do not sell samples or travel sizes at this time. We offer resealable pouches for sampling and traveling with the peel pads.

Q: Are EVER products FDA-compliant?

A: Certain EVER products contain over-the-counter (OTC) ingredients that comply with all regulations, guidelines and protocols established by the US FDA.

Q: Are EVER products safe?

A: The safety and efficacy of our products is our primary concern. We follow all FDA guidelines and constantly review ingredient information and testing data. We follow guidelines from the Personal Care Products Council (PCPC), which initiated the Cosmetic Ingredient Review (CIR) Expert Panel as an independent, nonprofit, scientific body that assesses the safety of ingredients used in cosmetics and skincare products. In addition, we conduct dermal irritation testing on all of our products and our EVER Pure Results Regimen with LSR10™ has undergone third party clinical testing to ensure safety and efficacy.

Q: What does “clinical-grade” mean?

A: At EVER, “clinical-grade” means using clinically studied, efficacious levels of ingredients that are comparable to what you might find available for purchase in a dermatologist’s office.

Q: What is your ingredient selection policy?

A: As a company, we strive to create products with exceptional performance that have a luxury experience, while carefully considering the safety and integrity of our ingredients. We believe we can positively impact both people and the planet by using as many potent botanical and food-derived ingredients as possible, while minimizing the use of petrochemicals and ingredients that are known to be unsafe. Overall, we pride ourselves on the consistent use of what we call EVER CONSCIOUS Ingredients, which can be described as:

1. Botanically-sourced whenever possible. This means derived from a plant, non-petroleum mineral, inorganic or other natural source.
2. Free of parabens, sulfates, phthalates, propylene glycol, synthetic fragrances and colors, chemical sunscreens, hydroquinone, BPA, gluten and much more (see our Never Ever List on everskin.com)
3. Involve environmentally responsible processing (for example, steam distillation rather than chemical extraction of essential oils).
4. Are animal-friendly (EVER never, ever conducts animal testing on its products or ask others to do so on our behalf).

5. Involve natural fragrances and flavors. We greatly value the use of natural fragrances or flavors (aromatic extracts, essential oils, naturally sourced fragrances or FDA-approved natural food flavors). This choice eliminates the need for petrochemicals in extractions and processing, in addition to reducing the possibility of allergens to the skin and body.

Q: Is EVER a member of the Leaping Bunny Program?

A: No, EVER is currently not a member of the Leaping Bunny Program but we do not test our finished products on animals and we strongly oppose animal testing in cosmetics.

Q: What are your 'strict safety' requirements?

A: Our science team carefully chooses ingredients that are efficacious yet meet our stringent safety requirements. We assess research on both short-term and long-term toxicity and a wide spectrum of potential health impacts associated with ingredients, including carcinogenicity, allergenicity, neurotoxicity, teratogenicity among other factors via independent third party research organizations such as EWG Skin Deep Database and the Campaign for Safe Cosmetics. We omit any ingredient proven to pose a potential health and/or environmental hazard.

In addition to safe ingredients, we do our own independent long-term stability, dermal sensitivity, and preservative effectiveness testing on each of our formulas, in addition to clinical efficacy testing, even though this is not required by the FDA.

Q: What happens if the product starts "pilling" (rubs off in little balls)?

A: If you experience "pilling" with any of the products, be sure that you are following the usage instructions as follows:

1. If you are using the LUMINOUS Nutrient-Rich Cleansing Balm for normal to dry skin, make sure you are removing the product completely with a warm, wet washcloth.
2. Between steps, it is important to wait until the product dries before applying the next step, for optimum efficacy
3. In general, apply the YOUTHFUL Quattro Peptide Face and Eye Serum by pressing gently into the face, versus rubbing. Same with the DAYLIGHT Radiance Moisturizer. Rubbing can create pilling and doesn't allow the product to effectively penetrate into the skin.

Q: What was the protocol used in your clinical trials?

A: The details of our specific clinical trials are proprietary so we don't publish them. For our anti-aging products, we tested on mixed ethnic skin with women between the ages of 35-55.

Q: Were your products tested on people with redness or rosacea? Which products are recommended/not recommended for redness or rosacea?

A: 80% of the participants who had redness in our clinical trial reported their skin was less red after using the PURE RESULTS REGIMEN for 30 days. For someone with rosacea, we recommend they consult with a dermatologist since rosacea is a medical condition.