

# WELLNESS

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- **I am pregnant. Can I use Benevita products?**

If you are pregnant, consult a physician before using Benevita products. Maintaining a healthy diet during pregnancy is essential to ensuring the well-being of mother and child. Benevita products are safe and beneficial for the majority of healthy adults, but expecting and nursing mothers should consult health care providers before their use.

- **Can I use Benevita products if I have a medical condition?**

If you have a medical or health condition, are taking prescription medications, or have dietary restrictions, please consult a medical professional before using Benevita products or changing your diet or lifestyle.

- **Will Benevita cause drug interactions?**

Benevita products are not medications but dietary supplements, so they should have no negative impact on your health. But if you are currently taking physician-supervised medications, we recommend you consult your health care provider before adding Benevita products to your diet.

Also, ensure when using Benevita supplements that you consume the FDA's daily recommended intake of vitamins, minerals, and calories for the safest, most beneficial effects.

- **Can children use Benevita products?**

ACN's Benevita products have been developed and formulated specifically for adults, so we advise against their consumption by children.

- **Can I mix Shake-It! with water and/or milk?**

While we recommend Shake-It! to be mixed with water, you can certainly mix it with low-fat milk or typical milk substitutes for increased flavour or nutritional benefits. Be sure to monitor portion sizes, however, as additional ingredients can increase calorie load per serving. Also, be sure to check out our Vanilla Shake-It! recipes on the Benevita web site, [www.benevita.eu](http://www.benevita.eu), for tasty and healthy ideas that add a little more flair and flavour to your shake!

- **Can I add fruit or other ingredients to Shake-It!?**

Adding fruit or other healthy ingredients to Shake-It! can increase its nutritional benefits. Keep in mind, however, that added ingredients will increase per-serving calorie load. ACN formulates Benevita Shake-It! drinks for optimal results when made according to label instructions.

- **Where is the best place to store Shake-It!?**

Store Shake-It! powders in a cool, dry place, and maintain them at or below room temperature. Avoid product exposure to humidity or sunlight.

- **Where is the best place to store capsules?**

Store capsules in a cool, dry area at or below room temperature or in the refrigerator. Do not place unused capsules where they might receive exposure to humidity or sunlight, and keep them safely stored in the original bottle with lid tightly closed.

- **Which government entities are responsible for regulating Benevita products?**

ACN's core values include individual and corporate compliance with all international, federal, and local laws, including applicable regulatory laws. All ACN products available in Europe are produced, labeled, and imported in accordance with regulations established by the European Union and the relevant authorities in the countries in which our products are sold or distributed.

- **When do Benevita products expire?**

We stamp all Benevita products with a "best before" date. After this date, we cannot ensure the efficacy of products or their flavour. We do not permit sale of Benevita products after the "best before" date. ACN recommends that IBOs sell Benevita products prior to one-month remaining expiration dates.

- **What is glucomannan?**

Glucomannan is a water-soluble dietary fibre derived from konjac root. The Benevita Weight Management System contains 3 grams of glucomannan, the Japanese-grown and harvested *Amorphophallus konjac* root that actively contributes to natural, progressive weight loss when accompanied by a calorie-restricted diet.

- **I am a vegetarian. Which Benevita products can I use?**

All Benevita products are suitable for vegetarians.

- **How much water do I need to drink?**

Shake-it!, Go!, and Recover! capsules contain glucomannan. In order to ensure product efficacy as well as overall hydration and health, we recommend consuming at least 2.25 litres of fluid per day. This helps maintain blood volume and prevents dehydration. You should also remember to spread your fluid intake throughout the day, and avoid consuming a large amount at once.

- **Will I need vitamin supplements while using the program?**

Benevita has specially formulated Shake-It! to meet the EU requirements for foods used in energy-restricted diets for weight reduction that replace one or more meals a day. A full list of nutritional facts and ingredients is available on the Benevita web site.

- **Are there any side effects?**

While made from natural ingredients, the Benevita Weight Management System should be followed according to directions for use to avoid complications or side effects.

# ALUMINÉ® HAIR CARE

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- **Where are Aluminé® products manufactured?**

We manufacture all our Aluminé® products in the United States.

- **Who can use Aluminé® hair care products?**

Our hair care lines are suitable for anyone—male or female—who desires to improve overall hair health.

- **How often should I use shampoo?**

We recommend regular use for visible, long-lasting results. Our gentle formulas, which include nourishing botanical ingredients, are free of harsh chemicals and may be used daily without causing dryness.

- **Why do I need conditioner?**

Conditioner is to hair what moisturiser is to skin and should be used regularly no matter your hair length or type. Its nourishing qualities strengthen hair, guarding against damages (chemical treatments, environmental factors and, styling products) while preventing breakage and reducing frizz. Conditioning hair creates a soft, healthy look, while adding maximum shine.

- **How should I use the Chinese Herbs™ Hair Care System?**

Simply massage the Chinese Herbs™ Stimulating shampoo into the scalp for two minutes; then rinse. Follow that with the Chinese Herbs™ Stimulating conditioner, leaving in for three to five minutes before rinsing. Then apply the Chinese Herbs™ Regenerating Scalp Serum twice a day, morning and evening, as a leave-in treatment.

- **How does the Chinese Herbs™ Regenerating Scalp Serum work?**

The Chinese Herbs™ Regenerating Serum acts as a nutritional supplement for the hair. The leave-in treatment has higher concentrations of active ingredients such as vitamins and antioxidants, which deeply penetrate hair. Apply to the scalp twice a day—once in the morning, the second time approximately 45 minutes before bed. The evening application allows your scalp to absorb nutrients during your body's natural regeneration process.

- **Can I just use the Chinese Herbs™ Regenerating Scalp Serum by itself?**

For best results, we recommend using all three Chinese Herbs™ Regenerating Hair Care products. Each step in the system contains potent, effective ingredients designed to help strengthen hair for healthy growth.

- **Is it true that I need to regularly change the shampoo I use to prevent my hair from getting used to it and reducing its efficacy?**

Using the same shampoo and conditioner all the time doesn't reduce or change its effectiveness. Consistent use of a complete hair care product line will only improve your hair over time. However, hair type *may* change over the course of your lifetime due to factors like chemical treatments, climate, and styling tools. In that case, switch hair care products accordingly. Aluminé offers a complete portfolio of hair care lines for every hair type and condition.

- **How does the Goji Berry Amplifying Treatment Mist work?**

This nourishing leave-in treatment helps detangle, hydrate, and add volume to hair. Its powerful antioxidant ingredients, like the Goji berry, help revitalise and nourish damaged hair. Use the treatment mist daily by applying to damp hair after shampooing and conditioning. Then simply comb and style. You can also use the treatment mist on dry hair.

- **Why should I use the Sea Silk Volumising Styling Mousse?**

The Aluminé® Sea Silk Volumising Styling Mousse provides volume as well as a touchably soft hold. The product incorporates sea silk, a vegetable protein from marine algae that brings out the hair's lustrous shine. It also contains burdock root, used for centuries in Europe to strengthen hair from root to end. The formula's rice proteins naturally expand the diameter of every strand for a thicker appearance, while Vitamin B7 promotes further hair growth and cell development to enrich thin, dry, or damaged hair.

After shampooing and conditioning, apply two to three pumps of the styling mousse to towel-dried hair. Then blow dry, and style as usual.

- **Why are botanical oils good for my hair?**

Botanical oils deeply nourish hair, protecting it and increasing its resilience, while minimising breakage and reducing frizz.

Every product in the Aluminé® portfolio includes essential botanical oils derived from plants and seeds. Our use of advanced extraction methods result in lighter-weight formulas that promote maximum absorption. Botanical oils include baobab oil, Argan oil, and macadamia oil.

- **Are Aluminé® products safe for colour-treated hair?**

Aluminé® formulates products with botanical ingredients that are free of abrasive chemicals. Our sulphate-free formulas help preserve colour, while gentle cleansers add softness, body, and shine without damaging your hair.

- **Are Aluminé® products 100% natural?**

No. We base our Aluminé® formulas on botanical principles and enrich them with organic ingredients. These high-quality products combine the best of cutting-edge technology with the best of nature to deliver results that don't compromise your well-being.

- **Aluminé® products are 100% vegan. What does this mean?**

We at ACN and Aluminé® are committed to formulating products without any animal ingredients, and we never test our products on animals.

- **What are parabens and why should I avoid them?**

Parabens are a preservative commonly used in the personal care industry to prolong the shelf life of a product. The concern is that these preservatives—which can mimic estrogen—build up in a person's body, posing a health risk. Research has found paraben accumulation in cancer biopsies. That's why, at Aluminé® and ACN, you won't find any ingredient that contains the word "paraben."

- **What is the shelf life of the Aluminé® hair care products?**

All Aluminé® products have a shelf life of three years (36 months) if stored properly away from sunlight and heat.

- **What is the “period after opening” symbol?**

Our commitment to safety is one of the things that sets us apart. This symbol gives the consumer a guideline for how long (in months) the product remains safe after being opened for the first time.

# ALUMINÉ® SKIN CARE

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- **When should I start a skin care regimen?**

It's never too early to start caring for your skin. Cumulative environmental factors along with natural ageing may damage skin, so it's important to create a consistent routine at an early age.

- **How do I choose a skin care routine?**

Once you know your skin type, select a tailor-made skin care routine. Keep in mind that ageing, hormonal changes, and other factors may change your skin type throughout your lifetime.

- **How can I tell if I have oily skin?**

Excess oil causes shine, particularly in problem areas, such as the T-zone—forehead, nose, and chin. This skin type is generally thick and covered with an oily film, preventing it from drying out. Oily skin is especially prevalent in adolescents and adult men, and it is less susceptible to external factors and dryness, reducing the visibility of ageing.

- **How can I tell if I have a combination of oily and normal skin?**

If certain areas, particularly the T-zone —forehead, chin, and nose— tend to be greasy or shiny, while the remainder of the skin is uniformly soft to the touch without obvious imperfections, you have combination skin.

- **How can I determine whether I have dry skin?**

Dry skin is rough in texture, and may be sensitive to irritants. Those with dry skin may experience tightness and itching, as well as flaking. This type of skin, which may be thin and sensitive to cold or dry air, also tends to form wrinkles more easily since it has fewer lipids or water to protect it.

- **What's the best way to keep my skin looking younger?**

The two most important factors for skin health are a balanced, healthy diet and a consistent skin care routine. To maintain a healthy, youthful glow, celebrity stylist Peter Lamas recommends the following lifestyle changes:

Get enough sleep. This allows cellular regeneration and repair of the skin.

Always use a high-SPF sunscreen.

Stay hydrated, with at least 2 litres of water per day.

Wash, hydrate, and nourish skin daily.

Exfoliate at least three times a week.

Avoid drinking excess alcohol or smoking.

Protect skin against extreme heat or cold.

Eat well-balanced, healthy meals.

Use anti-ageing treatments.

- **How often should I wash my face and neck area?**

Daily cleansing is recommended to remove surface impurities and prepare the skin to absorb hydrating nutrients.

- **Can I go to bed without removing my makeup?**

Makeup clogs pores, and if left on overnight, the skin can't go through the detoxifying process that naturally occurs during sleep. This is highly damaging and can lead to a buildup of toxins that prematurely age skin.

- **What's the difference between the Aluminé® Brightening Emblica Eye Cream and the Aluminé® Overnight Age-Defying Eye Serum?**

The Brightening Emblica Eye Cream reduces dark circles. Creams penetrate less deeply than serums, making them an ideal delivery system for hydrating, protecting and sealing moisture into the skin. The Overnight Age-Defying Serum repairs under-eye bags and puffiness. The fundamental purpose of a serum is to deliver active ingredients and nutrients more deeply into the skin.

- **Which product should be applied first, a serum or a cream?**

A serum should be applied to clean skin before a cream. A good rule of thumb is to start with a base of lightweight products and follow with denser textures.

- **When should I begin using an anti-ageing serum?**

One of the most effective anti-ageing products, serums help combat a variety of skin problems—from sagging and wrinkles to sun and pollution damage. Peter Lamas recommends using serum beginning in your mid-20s to offset the first signs of ageing. Serums, which amplify the effects of other skin treatments such as creams, are a great addition to any skin care regimen.

- **How do I apply Aluminé® facial creams and serums?**

Apply creams evenly over the entire face and neck, using gentle, circular motions, while taking care to avoid the sensitive eye area.

To apply an under-eye serum like the Aluminé® Overnight Age-Defying Eye Serum, massage into the delicate area below the eye from the outside in. For the Brightening Emblica Eye Cream, gently dab onto the skin under and around eyes, moving from the inside to the outer edges. This stretches the skin and progressively smoothes fine lines. Take special care to avoid getting product in the eyes.

- **Why should I exfoliate?**

Exfoliation rids the skin of dry cells for a smoother appearance. Skin that is not properly exfoliated can take on a gray appearance due to residue buildup. We recommend exfoliating a minimum of three times a week.

- **Why do Aluminé® products use botanical oils instead of mineral oils?**

Derived from petroleum, mineral oils are a commonly used ingredient in personal care and cosmetic products. They produce a film of oil on the skin, which clogs pores and can cause breakouts.

Cutting-edge techniques used for botanical oil extraction make for lighter, more easily absorbed, naturally occurring oils. All our products use botanical oils because they penetrate deeply, nourishing the skin, and they cleanse and moisturise without clogging pores. The resulting appearance is more radiant, glowing skin that's soft yet firm to the touch.

- **What are parabens and why should I avoid them?**

Parabens are a preservative commonly used in the personal care industry to prolong the shelf life of a product. The concern is that these preservatives—which can mimic estrogen—build up in a person's body, posing a health risk.

Research has found paraben accumulation in cancer biopsies. That's why, at Aluminé® and ACN, you won't find any ingredient that contains the word "paraben."

- **Why is the pH factor important?**

The acidity or alkalinity of a substance is measured on the pH scale, which ranges from 0 (extremely acidic, as in lemon juice) to 7 (neutral, as in water) to 14 (extremely alkaline, as in lye). Maintaining the skin's pH factor helps keep proper balance of the "acid mantle," which aids in protecting the body from bacteria and helps prevent moisture loss. If destroyed by an alkaline substance, the acid mantle takes three or four hours to regenerate.

Aluminé® skin care products have been carefully formulated at properly balanced pH levels to avoid damaging the skin's protective acid mantle, gently cleansing and moisturising to ensure the skin's optimum health.

- **Are Aluminé® products 100% natural?**

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- **What is the "period after opening" symbol?**

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- **Can Aluminé® products cause allergic reactions on the skin?**

We formulate our Aluminé® lines to be effective and compatible with most skin types. The individual ingredients in our products have undergone extensive safety testing and analysis under a variety of conditions to ensure they meet the highest quality and safety standards.

Sometimes new products and ingredients require skin adjustments and may result in surface reactions or irritation during the transition period. Certain individuals may experience minor irritation which should resolve once skin acclimates to the product. However, as with all applied products and in rare instances, some ingredients may conflict with a user's unique personal skin chemistry. If an adverse reaction persists, discontinue usage.

If you have sensitive, reactive skin, we suggest the following guidelines:

Review the product label for potential allergens.

Test a small area of skin prior to your first use to determine any adverse reaction.

If you have extremely sensitive, dry, irritated, or damaged skin, consult your physician before trying any new skin care products. We do not recommend using Aluminé® products on skin with identified medical conditions such as

acne, eczema, psoriasis, rosacea, or any other related conditions that require medical treatment or a dermatologist's prescription.

If you have a severe reaction or any concern about irritation, stop using any new products and seek medical advice.

Always use our products in accordance with instructions. As Aluminé® products contain potent dosages of key active ingredients and botanicals, do not overapply products, and follow the recommended cleansing process.

- **Where are Aluminé® products manufactured?**

All Aluminé® products are manufactured in the United States.