

FREQUENTLY ASKED QUESTIONS

Skin Care



What happens if the Forever Bottles shatter?

The forever bottle should not shatter; but in case it does, contact CCC for a replacement.

Does hyaluronic acid adversely affect lymphatic drainage in the body?

There's no scientific evidence that shows this occurs. Sodium hyaluronate, found in Renewing Eye Cream and Hydrating Moisturiser, is the salt form of hyaluronic acid, which occurs naturally in the body and helps impart a youthful, supple look.

Do you need to clean forever pumps and jars?

Cleaning isn't necessary; however, you should always use refills of the same product with the pump. If the outsides of pumps or jars get dirty, wipe with a wet EnviroCloth™.

Will Renewing Eye Cream remove false lashes?

We have no testing to determine if the eye cream will remove false eyelashes. However, it should only be applied around the eye and eyelid, not directly on the lash line.

What surfactants are in the cleanser?

Biobased surfactants in the cleanser are: Potassium Cocoyl Glycinate, Sodium Lauroyl Glutamate, Sodium Methyl-2-Sulfolaurate and Disodium 2-Sulfolaurate – all derived from palm and coconut.

How many pumps are in a jar?

Rejuvenating Serum – approximately 150 pumps per container; Renewing Eye Cream, approximately 75 pumps per container; and Hydrating Moisturiser, approximately 250 pumps per container.

What skin care products get rid of age spots?

Our Rejuvenating Serum, which includes niacinimide, will improve clarity and even out skin tone. And alpha hydroxy acid gently exfoliates, which helps remove dead skin cells and shed extra layers, to reveal smoother, more radiant skin.

Should I use Norwex Microfibre and Cleansing Facial Powder together?

While it's personal preference, we recommend using your personal care microfibre first to remove initial makeup, dirt and sweat. Follow with Cleansing Facial Powder for a deeper, fresh-faced feel, using microfibre to remove the cleanser or rinse with water.

Why aren't there pre- and probiotics in all skin care products?

Three of our skin care formulas – Cleansing Facial Powder, Renewing Eye Cream and Hydrating Moisturiser – contain pre- and probiotics. Rejuvenating Serum and Illuminating Oil feature other beneficial, skin-enriching ingredients.

How do you refill pump bottles?

Twist the pump to open, pull up the pump to the refill bottle, then unscrew the product cartridge and replace with a new refill cartridge. Detailed refill instructions are included in the inside of unit cartons.

How is Norwex different from other "clean" skin care lines?

The Norwex Skin Care line features Norwegian-rooted ingredients and earth-friendly refillable options. And thanks to our comprehensive 360° Product Safety Review, it's even stricter on ingredients – e.g., no dimethicone or phenoxyethanol.

What are the differences in personal care microfibres?

Different textures offer different experiences – soft and fluffy provides an all-over clean; the suede-like texture easily removes mascara and eye and lip liners. It also depends on the user's personal preference and needs.

Why did the order of the regimen change? And why does oil now come after moisturiser?

Our goal was to create a regimen that's as easy to use as it is effective. Using the very latest skin care industry knowledge, we simplified and reformulated; the result is a routine designed for optimal absorption. Product texture is key: because Illuminating Oil has an oil-texture and Hydrating Moisturiser is a lightweight gel-cream, it would be harder for the moisturiser to be absorbed into skin if applied after the oil.

Who can use the product? Does it work for every skin type? For all ages?

The Norwex Skin Care line is a perfect foundational regimen for all skin types. For extremely dry or mature skin, we recommend our Naturally Timeless line.

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Skin Care



I haven't used a cleanser in years due to sensitive skin. Will this irritate my skin?

You may find your skin feels more sensitive at first if you haven't used a cleanser previously. This is known as "skin purging." We suggest using the cleanser a few times a week while your skin adjusts; then you can start to use daily.

My skin feels red, irritated, etc., after using the line. Why is that?

You may experience skin purging if you aren't used to using skin care products. Skin purging is a temporary reaction in response to applying a new product. Symptoms may include dry or irritated skin and possibly minor breakouts. This is a normal part of the process but, if you have any concerns, please consult your doctor or dermatologist. If you haven't used skin care products, or used only a limited amount, especially cleansers, start your new regimen slowly to allow your skin time to get accustomed to the benefits of this line.

How is the glacial water sourced?

The glacial water sourced for our products is collected from a mountain spring; no glaciers are melted during harvesting. The natural spring runoff is collected, similar to "spring waters" bottled for consumption around the world.

CLEANSING FACIAL POWDER

How much Cleansing Facial Powder should I use?

We recommend about a quarter-sized amount; however, the amount can vary according to each user's individual preferences. Note: To prevent product from washing away, do not hold the hand containing the powder directly under running water.

How often should I use it?

You should cleanse your face morning and night. If you haven't used a cleanser before or have sensitive skin, we recommend trying it once a day or even a few times a week.

I use microfibre + water only; why would I need a cleanser?

The Cleansing Facial Powder gently cleanses, leaving you with a fresh-faced feeling. Use microfibre and water first if you like, then follow with the cleanser for softer, more supple skin. Or use the cleanser and microfibre + water for a streamlined routine.

Does this remove makeup?

Yes, the cleanser will remove light makeup. For heavy and/or

waterproof makeup, we suggest first using a microfibre cloth and follow up with the cleanser for an extra fresh-faced clean.

Is it possible to over-exfoliate?

This is a very gentle formula and should not over-exfoliate with regular use. If your skin is sensitive, we recommend using the cleanser once a day or a few times a week and work your way up to regular use. You should always consult your doctor or dermatologist with any questions regarding your skin.

REJUVENATING SERUM

How much should I use?

Start with a full dropper and adjust to your preference. Tip: Apply to slightly damp face for optimal absorption.

Is this the same as the Lysere™ Rejuvenating Radiance Serum?

This is the same formula and offers the same benefits in an enhanced bottle, which provides access to every drop of product and is also refillable, ensuring less waste of product, packaging and your budget!

My pump is not going all the way down; is it broken?

The pump is designed to dispense a full pump while in the "opened" position and does not pump all the way down to the "closed" position.

RENEWING EYE CREAM

How much should I use?

Start with half a pump and adjust to your skin's needs. Use your ring finger to smooth on.

Why the ring finger?

The ring finger offers the lightest pressure.

Where around my eye do I apply?

Start under your eyes, lightly tapping around the eye, on the lid and all the way to your lash line to enjoy the moisturising benefits on your lid.

Is this the same as the Lysere™ Renewing Eye Cream?

No, this is a brand-new, ultra-hydrating, gel-cream formula.

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I loved the previous formula. Which ingredients changed and why?

This is a brand-new formula with a totally new feel and even more skin-loving ingredients. The new formula offers a lightweight gel-cream texture with added active levels of probiotics and two clinically proven anti-aging ingredients.

My Renewing Eye Cream is yellow; has it gone bad?

No, any yellowing is due to oxidation and the formula's vitamin C content. Please rest assured this has no impact on the product's efficacy.

HYDRATING MOISTURISER

How much should I use?

Start with two pumps and adjust to your skin's needs.

Can I combine the moisturiser with other products?

You can either apply the moisturiser by itself or mix together with the Illuminating Oil to lock in the moisture.

When should I use this product?

Both day and night.

How do I apply?

Gently massage two pumps onto face, neck and décolletage using small, upward, circular motions. Excess product can be rubbed into the backs of your hands to enjoy the moisturising benefits!

What if I have product left over after applying to my face?

Excess product can be used on your neck, décolletage, ear lobes and the backs of your hands.

Why do I need to use upward motions?

You should never pull down or tug at your skin as it can cause your skin to lose elasticity. It's important to always be gentle and use upward sweeping motions to help your skin remain as strong and healthy as possible.

Is this the same as the Lysere™ Day or Night Cream?

No, this is a brand-new, lightweight, gel-cream formula.

ILLUMINATING OIL

How much should I use?

We recommend 3–5 drops as a great starting point depending on your skin's needs. It's important to remember that everybody has unique skin needs and preferences. Experiment with the amount you use, combining it with the moisturiser or applying at the end of your regimen to find your best personal results.

I have oily skin; do I need this?

Yes. Oily skin types can benefit too. Overly stripping your skin of oils can cause it to produce more oil to compensate. It's important to balance your skin and support its natural moisture barrier. However, if you have oily skin we recommend you apply 1–2 drops of Illuminating Oil daily or a few times a week to find your ideal results.

Can I combine the Illuminating Oil with other products? What are the benefits?

Moisturiser adds moisture to your face while oil locks in the moisture. This is why we recommend applying the Illuminating Oil last or mixing it with your moisturiser. Combine the Illuminating Oil with the Rejuvenating Serum or Hydrating Moisturiser to help lock in the moisture on your skin. You can also use it at the end of your regimen. Another benefit to combining the Illuminating Oil and Hydrating Moisturiser is convenience; it can simplify your moisturising step and can speed up your routine if you're in a hurry.

Where can I use this?

Use on your face, dry cuticles, hair, scalp and any dry patches on your body. Can also be used after shaving. For external use only.

Is this the same as the Lysere™ Illuminating Oil?

This is the same formula and offers the same benefits in an enhanced bottle that includes a dropper which extends to the bottom of the bottle and a stopper that helps prevent spillage.

Why is a refill not available for this product?

Oil-based products like this are best preserved in glass, which is not a viable refill option.