

ARTISTRY™



Frequently Asked Questions

PRODUCT & TECHNOLOGY

Are any ingredients or technologies in Artistry™ skin care exclusive?

Yes. The extracts from White Chia Seed, Acerola Cherry, Spinach and Pomegranate, grown on our Nutrilite™ farms, are exclusive to Amway™ brands. In addition, our Protect and Repair Complexes, White Chia Seed Liposome and our fragrances are exclusive to Artistry™ products.

Are any Artistry™ ingredients fully traceable?

Yes. At this time, our White Chia Seed, Acerola Cherry, Spinach and Pomegranate ingredients are all grown on Nutrilite farms which are certified-organic under US (United States) law, allowing “seed-to-skin” traceability. This means that for every final product that touches a consumer’s skin, we can identify the manufacturing location, extraction location, all the way to the specific crop of the raw material.

Why do Artistry™ moisturisers deliver 24-hour hydration, but you use them twice a day?

Great question! There are a few reasons. Perhaps most important for busy lifestyles, it keeps skin hydrated on busy mornings or late nights when you can’t fit in your full routine (or, let’s be honest, when you forget). In addition, the more you can keep your skin at optimal moisture levels, the better it is for your overall skin wellness.

Does Artistry™ skin care follow Artistry™ Clean formulation standards?

Yes. Artistry™ skin care is Clean—it has been formulated with no parabens, no phthalates, and no mineral oil.

What testing or laboratory support is available for Artistry™ skin care?

Consumer, safety and quality testing to support safety and efficacy claims for Artistry™ formulas and satisfy consumer expectations.

Is Artistry™ skin care tested on multiple ethnicities?

Yes. Artistry™ skin care was designed for all ethnicities, including being tested with Asian women.

How soon will I notice results from an Artistry™ regimen?

Immediately! You'll feel a boost in your skin, and significant benefits build with repeated and regular use. Remember, results are individual and depend on many factors such as age and condition of skin.

Were Artistry™ skin care products tested on animals?

The Artistry™ brand opposes animal testing. Our products are not tested on animals unless they are required by government regulations to do so. Furthermore, we actively support alternatives to required animal tests — going as far as supplying alternative non-animal testing methods to government agencies for consideration. Please note that the formulas sold in China are different than those sold to the rest of the globe.

Does Artistry™ skin care contain any animal-derived ingredients?

Artistry™ skin care formulas are free from animal-derived ingredients and the global formulas (excluding China) are registered with The Vegan Society.

What is The Vegan Society and what does it mean that Artistry™ products are registered with them?

In 1944, The Vegan Society created the word “vegan,” and their Trademark is the authentic international vegan standard. Today, products must pass specific criteria to be eligible for registration. A dedicated and experienced team checks each individual product application against the criteria, and queries any potential inclusion of animal ingredients, including those not present in the final product.

Are any Artistry™ products fragrance-free?

Yes. The Artistry™ makeup removers and eye moisturisers are fragrance-free.

Artistry™ cleansers, toners and facial moisturisers are all lightly scented with appealing, exclusive fragrances that are designed to work beautifully together.

Does Artistry™ skin care contain gluten?

No wheat- or barley-derived ingredients have been included in Artistry™ skin care. Note, however, that we cannot guarantee our beauty and personal care raw materials have been stored or processed in a manner free from gluten cross-contamination risk.

How should Artistry™ skin care be stored?

Artistry™ skin care should be stored in a cool, dry place, out of direct light. It is not necessary to refrigerate; however, the Hydrating Eye Gel Cream can be stored in the refrigerator for a cooling sensation on application. Our products have standard storage conditions: from +5°C to +25°C.

Is Artistry™ skin care packaging recyclable?

The cartons are recyclable in most areas; check with your local recycling programs for details.

What is the shelf life of Artistry™ skin care, and how long can I use it after it's been opened?

The shelf life of the **unopened** product is three years from the time it was manufactured. To learn how long you can use a product **after opening**, check the “period after opening” symbol, which looks like an open jar with a number of months indicated.



For example, a product showing this symbol would be usable for 12 months, or one year, **after opening**.

What's the difference between the Defense Barrier and the Environmental Barrier?

The Defense Barrier is more about physically stopping external particles (like dust and other impurities) from getting into skin. When the skin is clean, it is better able to defend itself. The Environmental barrier is focused on reducing the effects of environmental aggressors that penetrate into skin's surface, such as UVA and UVB rays and free radicals.

What is oxidative damage?

Free radicals are a type of molecule that aggressively reacts with other molecules. They are also known as “oxidants” because they quickly oxidise other molecules. That means they steal an oxygen atom and affect the chemical structure of the original molecule—which can be referred to as “oxidative damage.” For everyday examples of oxidative damage, think about shiny metal turning to rust, or a juicy bright apple turning brown.

Oxidative damage can cause a variety of changes in the skin, including wrinkles, age spots, and the appearance of premature signs of ageing. And while the skin has its own defense mechanisms against oxidative damage, the additional help you can provide with your skin care can make a dramatic difference.

What is micro-dust (PM 2.5)?

Micro-dust, also known as PM 2.5, refers to extremely fine particles of airborne pollution that can land on skin, where they can be difficult to remove due to their very small size. PM stands for “particulate matter,” and 2.5 refers to particles that are 2.5 microns in size — about 20 times smaller than the width of a human hair. In cities and other environments with high pollution, toxic micro-dust is regarded as a significant culprit in prematurely ageing skin's appearance. Lingering micro-dust can leave skin looking dry, dull, and lifeless.

PRODUCT USE

Can I use just one Artistry™ product?

Of course! Each product has been shown to be highly effective on its own. However, for best results from addressing all Skin Requirements, we encourage customers to find the complete Artistry™ regimen ideal for them (cleanser/toner/moisturiser), and to use the products as directed.

Can I use my Artistry Signature Select™ Personalised Serum or another serum with my Artistry™ Skin regimen?

Yes. Serums may be applied after toning and before moisturising for additional targeted benefits.

Does Artistry Signature Select Personalised Serum address a key Skin Requirement?

Yes. The Personalised Serum addresses the Rebuild requirement. This requirement is also addressed by your Artistry™ moisturiser, but because the moisturiser and Personalised Serum work in different ways, they complement each other, and customers should be encouraged to use both if desired.

Is Artistry™ skin care compatible with other Artistry products?

Yes, the Artistry™ formulas were created to be aesthetically compatible with other Artistry products.

Why use an eye moisturiser alongside a separate face formula?

The skin around the eye area is the thinnest anywhere on your body, and there is little of the natural cushion that underlies other skin.

Our facial formulas are created for facial skin. They are quite gentle, but the ingredients are calibrated for the thicker, more robust skin of the face. On the other hand, our eye formulas are specially created for this vulnerable area. They are extra gentle, extra hydrating and cushioning, and fragrance-free.

Why do I need sun protection for my skin?

Artistry™ Renewing Reactivation Day Lotion SPF 30 and Renewing Reactivation Day Cream SPF 30 provide sun protection to protect the skin from UV exposure which can cause sunburn, signs of premature ageing.

It starts with broad spectrum SPF 30, which protects against sun damage from UVA and UVB rays. Works without leaving any visible white cast on the skin — does not look ashy on deeper skin tones.

Beyond SPF, the formula includes Carnosine, an ingredient for skin protection from blue light and infrared light.

Please refer to the glossary section for more details.

SAFETY & CAUTION

Is Artistry™ skin care appropriate for sensitive skin?

Artistry™ formulas have been thoroughly tested on groups of individuals with sensitive skin. However, we recognise that no testing program can guarantee that all individuals who wish to use this product will not react. We recommend adjusting the Artistry™ skin care regimen based on your own skin sensitivity. Consult your doctor or dermatologist if any irritation occurs.

Can Artistry™ skin care be used around eyes?

Yes. Artistry™ eye moisturisers and makeup removers are formulated to be used around eyes. These formulas have been safety-tested for use in the eye area. As with any skin care product, avoid getting Artistry™ formulas directly into the eyes. Consult your doctor or dermatologist if any irritation occurs.

If I (or a customer) experience any skin reaction or sensitivity after applying Artistry™ skin care, what should I do?

All Artistry™ formulas have been fully safety tested. However, every individual's skin is different. If the use of any Artistry™ product results in redness, discomfort or irritation, the customer should reduce how often she uses the product and see if symptoms improve. If you still experience skin irritation and discomfort, discontinue the use of products. Consult your doctor or dermatologist if irritation persists.

Can Artistry™ skin care be used after a sunburn? How about after a strong cosmetic treatment?

Generally, we do not recommend that any cosmetic product be used after a sunburn or after any cosmetic treatment that causes extreme inflammation. Artistry™ skin care and any other products should only be used after inflammation has subsided. After chemical peel or laser treatment, it is recommended that you consult a doctor or dermatologist first before use.

Can Artistry™ skin care be used during pregnancy?

Safety studies of cosmetics are not conducted on pregnant women. Consult your doctor or gynecologist on whether to use or not use this product during pregnancy.

GLOSSARY OF TERMS

Note that many of these definitions are specific to the context of Artistry™ skin care.

“Sun Protection” - An enhanced level of protection that goes beyond UVA and UVB rays, helping defend skin against blue light and infrared (IR) as well. It's called “full light protection” because it's effective against the entire visible spectrum, plus UV and IR.

Blue Light - Blue light is a short wavelength which produces higher amounts of energy. Long term exposure can have negative consequences on health such as declined skin barrier recovery, loss of skin elasticity, disrupted sleep/wake cycles and accelerated eye ageing.

Infrared (IR) Light - A type of radiant energy that's invisible to human eyes but that can be felt as heat and is damaging to the dermal layer of the skin.

Microbiome: As commonly used, “microbiome” refers to the collection of microorganisms (bacteria, fungi, and other microbes) that live in a certain environment, such as the human gut, or the skin. New research is showing that these microbiomes have powerful effects on human health.