

Getting Started:

What will the Skin Care Advisor do?

A user of the Skin Care Advisor can expect it to analyze their skin type and other factors and provide a personalized skin care regimen based on their skin, age, and areas of concern.

How do I access the Skin Care Advisor on my website?

The Skin Care Advisor is in the shopping cart. It can be accessed by clicking the green "Skin Care Quiz" bar on the screen's right side on mobile devices, laptops/desktops.

Can the Skin Care Advisor be used for one-on-one consultations?

Yes, it's easy to use, fun and interactive. It can also be used at vendor events, Shows or online parties.

Can I use the Skin Care Advisor on children?

We recommend using it on individuals that are over 18 years of age.

Can the Skin Care Advisor be used to determine what samples I should send my new client?

Yes, enter your customer's skin type, age range and concerns. The Skin Care Quiz will help determine which samples are appropriate for their skin type and concerns.

Do I have to use a selfie to get product recommendations?

No, you may bypass the selfie and select "Skip selfie." Results are most accurate using the selfie feature.

Will my information and selfie remain private?

Yes, we only use your selfie to provide you with the best possible skin care advice. Your information and selfie will not be stored and will be deleted after being analyzed.

Can I use the back arrow to review or restart the quiz?

You can use the back arrow to review previous pages. By arrowing back to the opening page of the quiz, you can restart it.

What does the overall skin score mean?

Scrolling through the Overall Skin Score bar will provide information to help isolate areas of concern. Tap on More Info to view metrics details and care tips.

The quiz recommended two different sets for my client. How do I determine which one is the best fit for her skin type?

Use the skin type chart on page 9 in the L'BRI catalog for additional information on which set is the best fit.

Can I save the results or can they be emailed to me?

You or your customer can screenshot the results of the Skin Care Quiz, but the results cannot be emailed.

Skin Care Recommendations:

Will the Skin Care Advisor recommend all the Trios, Sets and Collections?

Based on the quiz results, your customer may benefit by purchasing additional products to address targeted skin concerns. We recommend discussing these options when reviewing the Skin Care Quiz results.

When should my customer not follow the Skin Care Advisor recommendations?

Customers should not follow the Skin Care Advisor recommendations when they have additional skin care conditions such as cystic acne, rosacea, eczema and/or psoriasis.

Please note: Only a licensed medical practitioner can determine if a customer has a specific condition. Customers may see an improvement in their skin after using L'BRI skin care products, but they are not a substitute for medical attention or care.

What if my customer has rosacea or eczema (or some other medical condition)?

If your customer believes they have a skin condition, they should consult their physician. The Skin Care Advisor will make recommendations based on their skin type and concerns, but will not address their skin condition.

Why did the Skin Care Advisor recommend these products?

The skin care analysis considers skin type, age, areas of concern, and selfie (when applicable). The recommendations follow the catalog and suggest specialty treatment products that address each concern.

Why did my customer receive so many recommendations for specialty products? How do I help them narrow down their choices?

The Skin Care Advisor will suggest products based upon the concerns selected and areas of improvement identified in the selfie. Ask your customer what their number one concern is, and start there with your specialty treatment recommendation.

Why did the Skin Care Advisor recommend the Combination and Deep Pore Trios/Sets for combination skin?

Combination skin can use either the Combination or Deep Pore Trio depending on additional factors. If your customer's skin is occasionally on the dry side without blemishes, recommend the Combination Trio. If your customer's skin is occasionally oily and they experience blemishes, recommend the Deep Pore Trio.

Why did the Skin Care Advisor recommend Deep Pore and Gentle Trios/Sets for normal skin type?

Normal skin can use either the Deep Pore or Gentle Trio. If your customer prefers a gel cleanser and/or their skin is a little oily, have them select the Deep Pore Trio. If they prefer a cream cleanser and/or tend to be on the drier side, have them select the Gentle Trio. Both Trios work great on normal skin.

Why did the Skin Care Advisor recommend the Oil-Control and the Deep Pore Trios/Sets for blemish-prone skin?

Individuals with blemish-prone skin may or may not be oily. Select Deep Pore for mild to moderately oily blemish-prone skin and Oil-Control for excessively oily skin with medium-to-large pores.

Why did the Skin Care Advisor recommend the Deep Pore and the Oil-Control Trios/Sets for an oily skin type?

If the individual needs to blot their face throughout the day and/or has visible medium-to-large pores recommend the Oil-Control products. If they are mild to moderately oily and do not need to blot the oil from their face during the day, recommend the Deep Pore products.