



## Skin Care Advisor FAQ

### *Getting started*

**Q: What will the Skin Care Advisor do?**

A: 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.

**Q: How often will the Skin Care Advisor pop up on my website?**

A: The Skin Care Advisor will pop up when your customers arrive in the shopping cart, once every 60 minutes. You can close it by clicking on the "X" in the upper-right corner. If you wish to relaunch it, select the green "Skin Care Advisor" bar located at the bottom on a mobile device and on the right side of the screen when using a laptop/desktop.

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

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

**Q: Can I use the Skin Care Advisor on children?**

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

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

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

**Q: Do I have to use a selfie to get product recommendations?**

A: No, you may bypass the selfie and select "Continue without selfie."

**Q: The option to take a selfie doesn't work on my device. What should I do?**

A: Choose the "Upload a photo" option to proceed with the additional analysis.

**Q: Will my information and selfie remain private?**

A: 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.

**Q: What do the colors on the selfie results screen mean?**

A: The green color highlights areas of low concern. The yellow color indicates areas of medium concern and red highlights area of high concern. If their results show red for "radiance" this is a positive result. Corrective products will be recommended for areas of medium and high concern.

**Q: Can I use the back button to restart the quiz?**

A: You can use the back button to return to the previous, but the Skin Care Advisor will not start over. We recommend restarting the Advisor by closing out of the tab, reopening the site and selecting the green "Skin Care Advisor" bar.



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

A: You or your customer can take a screenshot of the results. Or, add the recommended products to the shopping cart and review them during checkout (or at a later date). The results cannot be emailed.

## ***Skin care recommendations***

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

A: No, it will recommend the appropriate Trio and Set for each skin type. Please note, it will not recommend the Basic Set 1, Anti-Aging Set/or Collections. Based on the results of the quiz, your customer may benefit (and save money) by selecting a different skin care Set or Collection. We recommend discussing these additional options while reviewing your customer's results.

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

A: 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.*

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

A: 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.

**Q: Why did the Skin Care Advisor recommend these products?**

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

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

A: 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.

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

A: 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.



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

A: 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.

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

A: 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.

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

A: 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.