

FREQUENTLY ASKED QUESTIONS.

WHAT IS TRUESCIENCE?

The TrueScience Beauty System is the most advanced Nrf2 and skin care solution available. It represents an exciting leap forward to the next generation of skin care, and it's proven to address the visible signs of aging all over your face. The system is designed to work together to deliver younger-looking, more luminous, firmer, and deeply hydrated skin, while improving overall tone.

WHY A TRUESCIENCE BEAUTY SYSTEM?

The TrueScience Beauty System provides visible results. And because the system is designed to work together while each product targets a different trouble spot, TrueScience also provides a robust source of revenue for your business.

ARE THE NRF2 TECHNOLOGIES A COMPLEX OF NATURAL PLANT EXTRACTS?

Yes. In addition to the global Protandim blend that LifeVantage customers are used to (the combination of milk thistle, Bacopa, turmeric, green tea and piperine), additional Nrf2 ingredients have been added. They are all plant extracts.

HOW DOES TRUESCIENCE COMPARE TO COMPETITOR'S PRODUCTS?

Our skincare line contains exclusive formula ingredients available only to LifeVantage and is the only line of products in the Direct Selling industry using Nrf2 technology.

Also, many competitor's clinical studies are conducted on individual ingredients within their product. Our clinical study was conducted on the finished product. The results of our study showed an extremely high approval rate of users. Ninety-three percent of participants agreed that they would recommend this product.*

*As part of an eight week clinical study, participants were asked to complete a self-assessment survey based on their use of the TrueScience products. Individual results may vary.

HOW DO I KNOW THE BEAUTY SYSTEM IS SAFE?

LifeVantage complies with all relevant regulations governing the cosmetics industry and has performed extensive safety testing typical for skincare products. In the Human Repeated Injury Patch Testing (HRIPT), no irritation was found. In the Het-Cam test, which is a test for ocular irritation, no irritation was noted; however, no animals were harmed in the testing of TrueScience products.

IS THERE FRAGRANCE IN EVERY TRUESCIENCE PRODUCT?

The Facial Cleanser, Perfecting Lotion, and Anti-Aging Cream come with the Yuzu fragrance—a citrus fruit resembling a small grapefruit and originating in East Asia. It's the original TrueScience fragrance your customers know and love. The Eye Serum is unscented for use around the gentle eye area.

WHERE IS TRUESCIENCE MANUFACTURED?

TrueScience products are manufactured in the U.S.A.

ARE TRUESCIENCE PRODUCTS TESTED ON ANIMALS?

TrueScience products were not tested on animals.

DO TRUESCIENCE PRODUCTS CONTAIN PARABENS, GLUTEN, GMOS OR ARTIFICIAL COLORS?

All TrueScience products are paraben free, gluten-free, non-GMO and do not contain artificial colorants.

DO THE TRUESCIENCE PRODUCTS LOSE POTENCY AND EFFECTIVENESS AFTER THEIR EXPIRATION DATE?

LifeVantage does not recommend using TrueScience products after their expiration dates, as we cannot guarantee safety or quality.

HOW DO I USE TRUESCIENCE?

STEP 01 Facial Cleanser:

Dispense a small amount into the palm of your hand. Add water to create foam. Gently massage all over the face, neck and décolletage. Rinse with lukewarm water. Use AM and PM.

Step 02 Perfecting Lotion:

Pour approximately one teaspoon into the palm of your hand. Gently smooth onto face, neck and décolletage. Use AM and PM.

Step 03 Eye Serum:

Dispense a small amount onto the back of your hand. Using your ring finger, gently tap the serum around both eyes. Apply on upper and lower eyelids. Use AM and PM.

Step 04 Anti-Aging Cream: Dispense 3 pumps of cream into the palm of your hand. Apply with your fingertips to face, neck and décolletage. Use AM and PM.

CAN I USE THIS BEAUTY SYSTEM IF I HAVE A SKIN CONDITION LIKE PSORIASIS, ROSACEA, ETC?

TrueScience is not intended to cure, treat or mitigate any disease. For any questions regarding the use of LifeVantage products with any conditions we recommend consulting with your healthcare provider prior to use.

CAN I USE THIS BEAUTY SYSTEM IF I HAVE ACNE?

TrueScience employs non-comedogenic formulas that don't affect acne conditions. However, if you have additional concerns, please consult with your dermatologist or your healthcare provider.

ARE THERE OTHER CAUTIONS FOR SENSITIVE SKIN?

If you have sensitive skin, we recommend testing each product by applying a small amount on your inner forearm before using it on your face. If no irritation occurs after a few minutes, apply to your face as directed.

HOW SOON CAN I EXPECT TO SEE RESULTS?

Individual results will vary. We've independently tested TrueScience, and the results show that it's effective at reducing the signs of aging (fine lines, wrinkles, lightening of age spots, elasticity, resistance to stress, etc.) when used twice a day for at least 28 days.*

*As part of an eight week clinical study, participants were asked to complete a self-assessment survey based on their use of the TrueScience products. Individual results may vary.

I DON'T HAVE ANY WRINKLES. CAN MY SKIN STILL BENEFIT FROM TRUESCIENCE? IF SO, HOW?

Absolutely. It's never too early to start helping your skin stay looking young in the same way that it's never too early to eat properly to help your body perform optimally.

WHAT WILL HAPPEN IF I DON'T USE ALL THE TRUESCIENCE PRODUCTS?

Individually, TrueScience products are effective in helping your skin fight the visible signs of aging but they are designed to work in tandem for optimal results. Each product targets a different trouble spot, and the benefits are additive to one another.

IS THIS JUST FOR THE FACE?

It depends on the product. The eye serum is intended only for the face. The Facial Cleanser, Perfecting Lotion and the Anti-Aging Cream may be used on the face, neck and chest areas. The Perfecting Lotion can be used on areas such as top of hands and forearms and legs.

WHAT'S THE MAXIMUM THE SKIN CARE LINE CAN BE USED IN ONE DAY? FOR EACH PRODUCT INDIVIDUALLY?

We recommend using each product once in the morning and at night. While it is safe to use the products more than twice each day, they won't last as long.

CAN TRUESCIENCE PRODUCTS BE USED AFTER DERMABRASION, FACIALS, CHEMICAL PEELS, OR WAXING?

LifeVantage recommends consulting with your healthcare provider prior to using TrueScience.

ARE THERE SPECIFIC CONDITIONS WHERE PEOPLE CANNOT USE THE NEW SKIN CARE LINE?

We recommend that anyone with a skin condition requiring medical care consult with their healthcare provider prior to using TrueScience.

ARE TRUESCIENCE PRODUCTS SAFE TO USE BEFORE AND AFTER A COSMETIC PROCEDURE?

TrueScience products are safe to use before a cosmetic procedure. If your skin is broken, reddened, or highly sensitive, we recommend consulting with your healthcare provider.

WHAT TIMES SHOULD I USE TRUESCIENCE?

TrueScience is designed to be used twice a day, in the morning and at night.

IF SKIN IS A LITTLE PINK AFTER ONE MONTH, IS THIS NORMAL?

Totally normal. Pink reflects healthy and young skin. As we age, our skin color takes on a more drab olive or brownish tone.

DO I NEED TO/CAN I USE MAKE-UP REMOVER?

TrueScience Facial Cleanser is a light makeup remover. Depending on the amount of makeup you use, you may need an additional makeup remover.

HOW SHOULD I STORE THE TRUESCIENCE PRODUCTS?

TrueScience products should be stored at room temperature, away from long-term exposure to direct sunlight and extreme temperatures.