

frequently asked questions

What is TrueScience Soothing Balm?

This head-to-toe, fix-it-all CBD-enhanced Nrf2 balm comforts and helps soothe, smooth, hydrate, and protect your skin.

What makes our Soothing Balm unique?

Its nourishing formula delivers concentrated, lipid-rich emollients from a blend of 4 seed oils, plus beeswax and shea and mango butters. This intense moisturization plus CBD-enhanced Nrf2 actives provides comfort for irritated skin, cracked heels, dry patches, rough elbows, chapped lips, and wind burn—to leave skin soft and healthy-looking. It can even tame eyebrows and smooth split ends!

Are there any Nrf2 ingredients in the Soothing Balm?

Yes, this formula contains the following Nrf2 actives:

- Broad-spectrum CBD (*Cannabis sativa*)
- Spearmint leaf oil (*Metha viridis*)
- Rosemary leaf extract (*Rosmarinus officinalis*)

Is there artificial flavor or fragrance in the Soothing Balm?

No, we do not use any artificial flavor or fragrance in TrueScience Soothing Balm. The naturally derived scent of the balm is derived from essential oils with no documented negative health impacts. It helps soothe away stress, using invigorating camphor, eucalyptus, spearmint, and rosemary.

Is the TrueScience Soothing Balm edible?

No, this product is for external use only.

Is this a clean product?

Yes! TrueScience Soothing Balm is specially formulated with clean, plant-powered ingredients, free from any added parabens, silicones, phthalates, artificial colors, and sulfates SLS and SLES (sodium lauryl sulfate and sodium lauryl ether sulfate).

Can I use this product if I have a skin condition or sensitive skin?

If you have a skin condition, please consult your healthcare provider if you have concerns about using new skin-care products. If you have sensitive skin, we recommend testing a small amount on your wrist or inner forearm before regular use.

Can I use this product every day?

Yes, our Soothing Balm is designed for use whenever you need extra TLC.

Do you test the product on animals?

No, LifeVantage does not test on animals.

How do I use this product?

Use for all skin types including sensitive, irritated, or uncomfortable skin. Massage into your temples, pressure points, dry lips, or any area that needs extra soothing.

Is this product patented?

The Soothing Balm is not patented.

Where is this product manufactured?

TrueScience manufacturing facilities are in the US.

Can I recycle the packaging?

We highly encourage everyone to recycle. The Soothing Balm tin is recyclable. If you have any questions about recycling in your area, please consult with your local recycling authority.

What is the shelf life of this product?

One year from the manufacturing date. Each product has an expiration date on the packaging.

Does the product lose its potency and effectiveness after the expiration date?

We can't guarantee the quality of products after the expiration date, so we recommend using them before they expire.

Does this product have an SPF rating?

No. TrueScience Soothing Balm does not contain ingredients that have an SPF rating.

Where can I find a list of ingredients?

Each product has a list of the ingredients on the packaging. You can also find them online at LifeVantage.com.

How should I store this product?

We recommend storing this product at room temperature and avoiding direct sunlight or extreme temperatures for prolonged periods of time.

Does this product contain CBD?

TrueScience Soothing Balm contains 0.5 mg of broad-spectrum CBD.

Is there any THC in the CBD?

The broad-spectrum CBD oil that we use goes through a proprietary refining process and is then sent to a third-party lab for testing to ensure 0.0% THC in all of our products. You can find the third-party testing certification online at LifeVantage.com.

Where does LifeVantage source the CBD?

All our CBD oil is sourced in the US. You can see where each batch is sourced! Just scan the QR code on the product page on our website, LifeVantage.com.

Will I feel 'high' if I use this product?

No. THC is the compound found in marijuana or hemp that makes you feel "high." We remove it through a proprietary process that still maintains the quality and potency of the CBD oil.

Is this product legal?

Pursuant to the 2018 Farm Bill, cannabis plants and derivatives that contain no more than 0.3% THC are not considered a controlled substance under US federal law. LifeVantage has ensured that any of our topical products that contain CBD have 0.0% THC.

Is this product safe for children?

We recommend our products to people 18 and older.

Can I use this product if I am in the military?

As of now, branches of the US military have a ban on all CBD products, including topicals. Even though LifeVantage ensures 0.0% THC in its topical products, if you are in any branch of the US military, we recommend that you do not use any of our products that contain CBD.