



natural being

certified natural skincare

FREQUENTLY ASKED QUESTIONS

JANUARY 2010

| Your Question: | Our Answers: |
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| Rabbit logo – what does this mean | <p>The Natural Being range is designed for humans so we would not dream of testing it on animals.</p> <p>We display the ‘Choose Cruelty Free’ logo which certifies that none of our products or ingredients have been tested on animals.</p> |
| What does ‘Certified Natural Skincare’ mean on your packaging | <p>Natural Being products are certified natural by the BDIH, the Association of German Industries and Trading Firms. Only products that meet the strict standards of the BDIH guidelines are able to display the BDIH "Certified Natural Cosmetics" seal.</p> |
| Best Before Date | <p>Natural Being products contain no synthetic preservatives, and have a 2 year best before date from manufacture. Keep out of direct sunlight in a cool place . A ‘best before’ date is different from ‘expiring’ and being unsuitable for use – rather, it represents the optimum shelf life of the product.</p> |
| Returns policy | <p>If for any reason you are unhappy with your Natural Being purchase, we will refund or replace your products. Please email us at orders@naturalbeingskincare.com with details of your purchase (including your invoice number, batch & best before date information) and the reason you are dissatisfied. We may request you to return the product to us.</p> |
| Tamper Seals on tubes | <p>Where possible all Natural Being tubes have a tamper evidency seal for your protection. This seal is easily removed prior to using product.</p> |
| Fragrance | <p>Natural Being fragrance or ‘parfum’ is 100% natural and is blended from natural essential oils.</p> |

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| <p>Sensitive skin</p> | <p>Natural Being products are gentle on the skin but we advise you to always carry out patch test prior to using any new product.</p> <p>We list any known allergens on our packaging as required by EU law.</p> <p>The way to do a patch test is to apply a small amount on your inner arm (close to the elbow). You can cover this with a dry plaster to keep it in place. Apply the product twice a day for 3 days. If no reaction is present, we then recommend applying a small amount behind the ear (or under the chin) in the same way for approximately 3 days, prior to introducing it onto your face/neck/skin.</p> |
| <p>Webstore – how long is the delivery time for orders</p> | <p>Within New Zealand standard orders take 1-2 working days to deliver to the North Island and 2-5 working days for the South Island. Please allow 1-2 extra days for Rural Delivery. For all other countries you can expect delivery of your products within 10-14 working days.</p> |
| <p>Webstore – freight charges</p> | <p>Shipping charges vary according to delivery destination. You will be able to view the shipping rate before you complete your shopping transaction.</p> |
| <p>Useage in other languages</p> | <p>All Natural Being products include an information sheet which translates English usage instructions in 17 other languages.</p> |
| <p>Natural Being philosophy</p> | <p>We believe that living in harmony with our planet is not only possible, its absolutely vital! So we avoid harsh chemicals and artificial colours, instead incorporating natural ingredients that are kinder to you and the environment. Our range is designed for humans, so we wouldn't dream of testing it on animals either.</p> |
| <p>Key Ingredients</p> | <p>We care for you with Active Manuka Honey, Manuka Oil and the purest botanical ingredients that are not only gentle, they're proven to benefit a range of skin types.</p> |
| <p>Manuka honey</p> | <p>The benefits of active Manuka honey on the skin are well evidenced. It will not only moisturize, nourish, rejuvenate and protect it but also heal it. It is antimicrobial and biologically active qualities are extremely beneficial to skin. It is even being used to stimulate wound healing in hospitals in the US.</p> |