

# BALANCE by Young Living™ Cleanser



## Frequently Asked Questions

### **Q. Is BALANCE Cleanser the same formula as Orange Blossom Facial Wash?**

A. Yes, BALANCE Cleanser is the exact same formula as Orange Blossom Facial Wash. It has simply been rebranded for inclusion in the BALANCE Skin Care Collection.

### **Q. Why did you rebrand Orange Blossom Facial Wash to BALANCE Cleanser?**

A. Orange Blossom Facial Wash was rebranded for two reasons: The new categorization of BALANCE will help consumers easily identify what skin care system is right for them based on their skin concerns. We will also be resizing all cleanser primary components to a 3.4 fl. oz. fill, so they are TSA approved for travel in a carry-on bag.

### **Q. Were the essential oils changed during the rebranding?**

A. No, BALANCE Cleanser includes the same essential oil blend Gary Young originally formulated for Orange Blossom Facial Wash.

### **Q. How often should I use BALANCE Cleanser?**

A. Use BALANCE Cleanser morning and night, followed with your favorite serum and moisturizer.

### **Q. How much should I use per application?**

A. Gently squeeze a small amount—about the size of a nickel—into the palm of your hand and massage it into wet skin. Rinse thoroughly and pat dry, repeating morning and night.

### **Q. Can women, men, and children use BALANCE Cleanser?**

A. BALANCE Cleanser is gender neutral and intended for any customer with normal/combination to oily skin, blemish-prone, or unbalanced skin. Although Young Living upholds the highest standards of safety, we do not test our products on participants under the age of 18. Please speak with a health care provider to determine if this product will meet your child's specific needs.

### **Q. Is BALANCE Cleanser vegetarian and/or vegan friendly?**

A. BALANCE Cleanser is vegetarian friendly, but it is not vegan due to the use of xanthan gum.

### **Q. Does BALANCE Cleanser contain any ingredients derived from corn?**

A. Yes, citric acid, levulinic acid, coco-glucoside, and glyceryl oleate may be derived from non-GMO corn. If you have additional concerns, please speak to your health care provider.

### **Q. Does BALANCE Cleanser contain any ingredients derived from soy?**

A. There are no ingredients derived from soy. However, it is possible that this product may be manufactured in a facility that uses soy in other product formulations. Though there may be soy processed in the same facility, please rest assured that according to cGMPs (current good manufacturing practices), the machinery is cleansed and sanitized between productions to prevent contamination. If you have additional concerns, we encourage you to speak to your health care provider.

### **Q. Does BALANCE Cleanser contain any ingredients derived from tree nuts?**

A. There are no tree nut-derived ingredients. However, it is possible that this product may be manufactured in a facility that uses tree nuts in other product formulations. Though there may be tree nuts processed

in the same facility, please rest assured that according to cGMPs (current good manufacturing practices), the machinery is cleansed and sanitized between productions to prevent contamination. If you have additional concerns, we encourage you to speak to your health care provider.

**Q. Does BALANCE Cleanser contain any ingredients derived from palm/coconut?**

A. Glycerin, decyl glucoside, glyceryl caprylate, coco-glucoside, and glyceryl oleate may be derived from RSPO palm and/or coconut. If you have additional concerns, please speak to your health care provider.

**Q. Does BALANCE Cleanser contain any ingredients derived from gluten?**

A. There are no gluten-derived ingredients. However, it is possible that this product may be manufactured in a facility that uses gluten-derived ingredients in other product formulations. Though there may be gluten processed in the same facility, please rest assured that according to cGMPs (current good manufacturing practices), the machinery is cleansed and sanitized between productions to prevent contamination. If you have additional concerns, we encourage you to speak to your health care provider.

**Q. Does BALANCE Cleanser contain any GMO ingredients?**

A. No, BALANCE Cleanser contains only non-GMO ingredients.

**Q. Where is BALANCE Cleanser manufactured?**

A. BALANCE Cleanser is manufactured within the United States.

**Q. How is BALANCE Cleanser packaged?**

A. BALANCE Cleanser comes in a convenient, TSA-approved 3.4 fl. oz. tube that is packaged inside of a carton. The tube is made of polypropylene, with 10 percent PCR content in the tube head and body, as well as an EVOH barrier layer. The flip-top cap closure is polypropylene.

**Q. Is BALANCE Cleanser considered hypoallergenic?**

A. Yes, BALANCE Cleanser was RIPT tested (patch tested) and did not show any signs or symptoms of contact allergy. If you have further concerns, we recommend reviewing the product with your health care provider.

**Q. From what is citric acid derived and what is its function?**

A. Citric acid is a pH adjuster derived from non-GMO corn.

**Q. Is BALANCE Cleanser suitable for all skin types, including sensitive skin?**

A. The BALANCE by Young Living Skin Care Collection is specifically designed for normal/combination to oily skin types. It has also been clinically tested to be gentle enough for use on sensitive skin. If you have further concerns, we recommend speaking with your health care provider.

**Q. Does BALANCE Cleanser contain alpha hydroxy acids?**

A. No, BALANCE Cleanser does not contain alpha hydroxy acids.

**Q. Which ingredients function as preservatives? Are they naturally or synthetically derived?**

A. Glyceryl caprylate, glyceryl undecylenate, levulinic acid, and sodium levulinate function as preservatives. These ingredients are derived from natural sources.

**Q. Is there a UV sensitivity warning associated with BALANCE Cleanser because it contains citrus ingredients?**

A. No, BALANCE Cleanser is formulated using citrus levels that do not warrant a UV warning.

**Q. How does BALANCE Cleanser compare to ART<sup>®</sup> Gentle Cleanser?**

A. BALANCE Cleanser is formulated for normal/combination to oily skin. It is a gentle, foaming gel that deep cleans pores and reduces surface oils for balanced-looking skin. ART Gentle Cleanser is formulated for all skin types. It helps fortify your skin's natural moisture barrier to help protect against environmental aggressors.

**Q. What is the pH of BALANCE Cleanser?**

A. BALANCE Cleanser has a pH between 4.66–5.94.

**Q. Are there any companion products for BALANCE Cleanser?**

A. Yes. BALANCE Dual-Phase Toner and BALANCE Mattifying Lotion complete the three-step system. Based on your skin care needs, Charcoal Bar Soap, Charcoal Mask, and Maximum-Strength Acne Treatment are perfect targeted treatments that can complement the system.

**Q. What is the purpose of decyl glucoside? From what is it derived?**

A. Decyl glucoside is derived from RSPO-sustainable palm/coconut and is included as a surfactant.

**Q. From what is the glycerin derived and what is its function?**

A. The glycerin is derived from coconut and/or rapeseed and functions as a humectant.

**Q. From what is the glyceryl oleate derived and what is its function?**

A. Glyceryl oleate is a surfactant derived from *Cocos nucifera*/*Elaeis guineensis*, *Helianthus annuus*, *Brassica napus* (rapeseed), *Zea mays* (corn), and dextrose. Dextrose is obtained by hydrolysis of wheat starch, which is obtained by removing gluten from wheat flour, so it is considered gluten free.

**Q. What is *Carapa guaianensis* seed oil (andiroba oil) and what benefit does it provide? Is it an essential oil?**

A. Andiroba oil is an oil from a native tree in Brazil. It works with Copaiba essential oil and acai oil to help oily skin. It is not considered an essential oil.

**Q. From which country is the andiroba oil sourced?**

A. The andiroba oil is sourced from Brazil.

**Q. How is *Euterpe oleracea* fruit oil (acai oil) extracted? Is it an essential oil?**

A. Acai oil is a fatty oil, not an essential oil, and it is expeller pressed.

**Q. From which country is the acai oil sourced?**

A. The acai oil is sourced from Brazil.

**Q. What benefit does the acai oil provide?**

A. The acai oil is used as an antioxidant and is considered beneficial for oily skin.

**Q. What is the function of the xanthan gum?**

A. The xanthan gum is used for rheology (flow) control of the formula.

**Q. Is the apple and orange peel in BALANCE Cleanser heated?**

A. No, the apple and orange peel in BALANCE Cleanser is not heated.

**Q. Is it okay to dilute BALANCE Cleanser?**

A. We do not recommend dilution. BALANCE Cleanser is formulated with ingredients at specific levels for optimal product experience. In addition, if diluted, the preservation of the product could be compromised, and we would no longer be able to guarantee its safety or efficacy.

**Q. From what is coco-glucoside derived and what is its function?**

A. Coco-glucoside is a surfactant derived from Cocos nucifera/ RSPO palm, Helianthus annuus, Brassica napus (rapeseed), Zea mays (corn), and dextrose. Dextrose is obtained by hydrolysis of wheat starch, which is obtained by removing gluten from wheat flour, so it is considered gluten free.

**Q. From what is the tocopherol derived and what is its function?**

A. The tocopherol is an antioxidant derived from Helianthus annuus (sunflower).

**Q. Which essential oils are included in BALANCE Cleanser?**

A. Lavender, Patchouli, Lemon, and Rosemary are included in BALANCE Cleanser.

**Q. Which plant extracts are included in BALANCE Cleanser?**

A. Citrus limon (Lemon) peel extract, Camellia sinensis leaf extract, Saccharum officinarum (Sugarcane) extract, Citrus aurantium dulcis (Orange) peel extract, Pyrus malus (Apple) fruit extract, Chamomilla recutita (Matricaria) flower extract, Calendula officinalis flower extract, Hypericum perforatum flower/leaf/stem extract, Citrus aurantium dulcis (Orange) flower extract, Macrocystis pyrifera (Kelp) extract, Chlorella vulgaris extract, and Rosa centifolia flower extract are included in BALANCE Cleanser.

**Q. From what is the glyceryl caprylate derived and what is its function?**

A. Glyceryl caprylate functions as a preservative and is derived from RSPO palm and/or coconut.

**Q. From what is the glyceryl undecylenate derived and what is its function?**

A. Glyceryl undecylenate assists in preserving the formula. It is derived from Ricinus communis (castor).

**Q. From what is the sodium levulinate derived and what is its function?**

A. Sodium levulinate is derived from sugarcane and assists in preserving the formula.

**Q. From what is the levulinic acid derived and what is its function?**

A. Levulinic acid is derived from GMO-free corn and assists in preserving the formula.

**Q. Why are Copaifera officinalis resin, Carapa guaianensis seed oil, and Euterpe oleracea fruit oil used in BALANCE Cleanser?**

A. These oils are added as skin-conditioning agents and may be beneficial for oily skin.

**Q. Why are so many plant extracts used in BALANCE Cleanser?**

A. The extracts are used as skin-conditioning agents.

**Q. Why did the packaging change with the rebrand?**

A. We resized BALANCE Cleanser as a 3.4 fl. oz. tube, so it is TSA-compliant for travel in a carry-on bag. We also updated the packaging with refreshed branding in an effort to become more sustainable, as well as to increase the recyclability of the packaging, improve the overall customer experience, and to make the products more travel friendly by meeting TSA guidelines.

**Q. Can I add essential oils to BALANCE Cleanser before use?**

A. We do not recommend adding essential oils or other oils to this product, as they may disrupt its stability.

**Q. In what order should the BALANCE by Young Living products be used?**

A. The BALANCE by Young Living Skin Care Collection is a three-step system:

- Step 1: BALANCE Cleanser
- Step 2: BALANCE Dual-Phase Toner
- Step 3: BALANCE Mattifying Lotion

**Q. Can I use BALANCE Cleanser to remove eye makeup?**

A. BALANCE Cleanser was not tested to confirm safety for use around the eye area.

**Q. Does BALANCE Cleanser contain any synthetic ingredients?**

A. No, BALANCE Cleanser contains only naturally derived ingredients.