

BALANCE by Young Living™

Dual-Phase Toner



Frequently Asked Questions

Q. What is the intended age range for use of BALANCE Dual-Phase Toner?

A. BALANCE Dual-Phase Toner is designed for anyone with normal/combination to oily skin types, blemish-prone, or unbalanced skin.

Q. How often should I apply BALANCE Dual-Phase Toner?

A. Use BALANCE Dual-Phase Toner morning and night after cleansing, followed with your favorite serum and moisturizer. We recommend moisturizing with BALANCE Mattifying Lotion.

Q. What is the shelf life of BALANCE Dual-Phase Toner?

A. The estimated shelf life is two years.

Q. Is BALANCE Dual-Phase Toner considered vegetarian and/or vegan friendly?

A. Yes, BALANCE Dual-Phase Toner is vegetarian and vegan friendly.

Q. Does BALANCE Dual-Phase Toner contain any gluten-derived ingredients?

A. BALANCE Dual-Phase Toner contains no gluten-derived ingredients. However, it is possible that this product may be manufactured in a facility that uses gluten 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 Dual-Phase Toner contain any corn-derived ingredients? Are they GMO?

A. Alcohol denat., propanediol, and citric acid may all be derived from corn. These ingredients are non-GMO. If you have additional concerns, please speak to your health care provider.

Q. Does BALANCE Dual-Phase Toner contain any soy-derived ingredients? Are they GMO?

A. BALANCE Dual-Phase Toner contains no soy-derived ingredients. 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 Dual-Phase Toner contain any ingredients derived from palm/coconut?

A. The glycerin may be derived from palm and/or coconut. If you have additional concerns, please speak to your health care provider.

Q. Does BALANCE Dual-Phase Toner contain any ingredients derived from tree nuts?

A. There are no ingredients derived from tree nuts. 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 Dual-Phase Toner contain any GMO ingredients?

A. There are no GMO ingredients.

Q. Where is BALANCE Dual-Phase Toner manufactured?

A. It is manufactured in the United States.

Q. How is BALANCE Dual-Phase Toner packaged?

A. BALANCE Dual-Phase Toner comes packaged in a clear cylinder bottle (bottle is PET, cap is PP, and orifice reducer is PE) and an outside carton.

Q. What is the pH of BALANCE Dual-Phase Toner?

A. The pH of BALANCE Dual-Phase Toner is between 7.0–8.0.

Q. Can BALANCE Dual-Phase Toner be used by those with sensitive skin?

A. This product has been dermatologist tested and should not elicit dermal irritation or contact allergy. If you have additional concerns, please speak to your health care provider.

Q. Is BALANCE Dual-Phase Toner hypoallergenic?

A. Yes, this product is hypoallergenic.

Q. How much toner should be used per application?

A. Shake well before use. After cleansing, moisten a cotton round with 3–4 shakes from the bottle and sweep over skin morning and night after cleansing with BALANCE Cleanser. Avoid eye area.

Q. Is there a UV warning associated with BALANCE Dual-Phase Toner?

A. No, there is no UV warning associated with BALANCE Dual-Phase Toner.

Q. Is BALANCE Dual-Phase Toner a permanent product?

A. Yes, BALANCE Dual-Phase Toner is a permanent product and is part of the BALANCE by Young Living Skin Care Collection.

Q. Which essential oils are included in BALANCE Dual-Phase Toner?

A. Balance Dual-Phase Toner includes the same essential oil blend Gary Young originally formulated for Orange Blossom Facial Wash/Moisturizer: Lavender, Patchouli, Lemon, and Rosemary.

Q. Can I add essential oils to BALANCE Dual-Phase Toner prior to use?

A. We do not recommend adding essential oils to the full bottle. BALANCE Dual-Phase Toner is carefully formulated, and adding more or other essential oils could disrupt the formulation. If you want to add more essential oil, it should be done at the time of application, not added to the bottle.

Q. What gives BALANCE Dual-Phase Toner its color?

A. Malachite extract and the ethically sourced non-nano minerals mica and titanium dioxide contribute to the product's color.

Q. From what is the malachite extract derived and what is its function?

A. The malachite extract is produced through the grinding of malachite stones from Central Africa. It functions as a colorant and antioxidant.

Q. Is malachite extract safe for use?

A. Yes, toxicology reports from the manufacture indicate it is safe for cosmetic use.

Q. Why does BALANCE Dual-Phase Toner contain a colorant?

A. The toner contains a colorant (malachite extract, mica, and titanium dioxide) for aesthetic reasons only. The colorant does not diminish any benefits of the product.

Q. Why is malachite extract included rather than other ingredient options?

A. This semiprecious stone has a high copper content rich in antioxidants that help protect skin from environmental stressors and premature aging. Plus, its deep blue color gives the toner a unique look.

Q. Which ingredients function as preservatives in BALANCE Dual-Phase Toner?

A. Naturally derived alcohol and benzyl alcohol function as preservatives.

Q. What is the predominant scent of BALANCE Dual-Phase Toner?

A. The predominant scent of this product is floral and herbal.

Q. Are companion products available?

A. Yes. BALANCE Cleanser 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 be added to the system.

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. Are there areas where I should avoid application?

A. Avoid the eye area when applying BALANCE Dual-Phase Toner.

Q. Alcohol is used in BALANCE Dual-Phase Toner. Is it drying to the skin?

A. BALANCE Dual-Phase Toner was developed for oily and combination skin types, and the alcohol may be drying to those with dry skin.

Q. From what is the denatured alcohol derived and what is its function?

A. The denatured alcohol is derived from non-GMO corn and is included as an astringent.

Q. From what is the propanediol derived and what is its function?

A. The propanediol is derived from non-GMO corn and is used as a solvent and humectant.

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

A. The glycerin is a humectant and solvent derived from coconut, palm, rapeseed, and/or sunflower.

Q. What is the function of *Hamamelis virginiana* (witch hazel) water?

A. *Hamamelis virginiana* (witch hazel) water functions as an astringent.

Q. From what is the alcohol derived and what is its function?

A. The alcohol is derived from sugarcane and functions as a solvent.

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

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

Q. What is the function of the bentonite clay?

A. Ethically sourced bentonite clay absorbs excess oil and impurities without stripping skin of excess moisture, leaving skin looking matte and healthy. Before shaking the toner, you will see the bentonite settle to the bottom of the bottle, creating a dual-phase formula.

Q. From what is the mica derived and what is its function?

A. The ethically sourced, non-nano mica is mineral derived and is used as a colorant.

Q. Is the mica ethically sourced?

A. Yes, the mica is mined ethically, without the use of child labor.

Q. Is the mica non-nano?

A. Yes, the particle size of the mica is between 10–60 microns.

Q. From what is the titanium dioxide derived?

A. The ethically sourced, non-nano titanium dioxide is a mineral-derived colorant.

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

A. Sodium chloride (salt) is mineral derived and is used to help achieve proper product form.

Q. From what is the sucrose derived and what is its function?

A. Sucrose (a form of sugar) is a humectant derived from *Saccharum officinarum*.

Q. From what is the benzyl alcohol derived and what is its function?

A. Benzyl alcohol is a preservative derived from cassia.

Q. What extracts are included in BALANCE Dual-Phase Toner?

A. *Citrus aurantium dulcis* (Orange) flower extract, *Morinda citrifolia* extract, *Citrus aurantium dulcis* (Orange) peel extract, *Nymphaea odorata* root extract, and *Pseudoalteromonas* ferment extract are included in BALANCE Dual-Phase Toner.

Q. Why is my toner separating? Is this normal?

A. Yes, the product is dual phase, meaning that it will separate over time. You will see the bentonite settle to the bottom of the bottle, creating a dual-phase formula. If the toner settles between uses, shake it before application.

Q. Why is the toner called “Dual-Phase”? What are the phases?

A. BALANCE Dual-Phase Toner has two phases that come together when the product is shaken and separate slowly over time. The two phases come from an alcohol phase and a water/bentonite clay phase. Due to the differences in density, the two phases will not mix unless the product is shaken.

Q. Is BALANCE Dual-Phase Toner formulated with synthetic ingredients?

A. No, BALANCE Dual-Phase Toner is formulated with only naturally derived ingredients. The ingredients' safety, efficacy, and origin play a vital role in their selection, and we carefully vet each ingredient to ensure that it meets the strict YL standards of clean beauty.

Q. What is the purpose of the sea water? From where is it sourced?

A. The filtered sea water is sourced from a deep marine lake off the Atlantic Coast, located on an island to the west of France. This sea water flows through different geological layers within the island, making it rich in manganese, zinc, iron, and lithium. It delivers immediate glow and helps lessen the look of pores in only 15 minutes.

Q. What is the function of the *Pseudoalteromonas* ferment extract and from what is it derived?

A. This sustainable marine extract is isolated from the glacial environment of the Antarctic Ocean. It immediately reduces excess shine and provides an eight-hour mattifying effect on the skin. Over time, it works to reduce sebum accumulation, improving the overall appearance of oily and combination skin. It is obtained through a fermentation process using a marine *Pseudoalteromonas* strain found in the glacial environment of the Antarctic Ocean. It is natural, non-GMO, and vegan. It is produced sustainably, without the use of chemical solvents, and has undergone multiple safety and toxicology tests to ensure that it is safe for human use. There is no bacteria culture left in the ingredient or the finished product. As part of our rigorous Seed to Seal[®] quality parameters, it is tested to ensure that it meets the micro limits. We also test each production lot of the finished product for pathogens, yeast, mold, and heavy metals, along with other physical and chemical properties to ensure that BALANCE Dual-Phase Toner is efficacious, safe, and free of any contaminants. If you have additional concerns, we encourage you to speak to your health care provider.

Q. What is the function of the *Morinda citrifolia* extract?

A. *Morinda citrifolia* extract (noni stem cells) functions as a skin-conditioning agent. It is also an active ingredient to help improve the appearance of the complexion. It helps balance the skin's microbiome, minimize the appearance of blemishes, and reduce excess sebum on the surface of the skin. Native to Southeast Asia and Australia, noni is noted for being able to survive harsh environments and is one of the first plants to colonize lava-ridden areas. This extract can interact with the skin's microbiome, effectively acting on the dysbiosis to perfect the skin's appearance.