

BALANCE by Young Living™ Mattifying Lotion



Frequently Asked Questions

Q. Is BALANCE Mattifying Lotion replacing Orange Blossom Facial Moisturizer?

A. Yes, BALANCE Mattifying Lotion is replacing the discontinued Orange Blossom Facial Moisturizer.

Q. Is BALANCE Mattifying Lotion the same formula as Orange Blossom Facial Moisturizer?

A. BALANCE Mattifying Lotion is a completely new and improved formula. We kept the Orange Blossom essential oil blend created by Young Living Founder Gary Young, as well as the orange peel extract. Our improved formula contains active ingredients such as horehound and noni stem cells, with stronger clinical testing to better support those with oily and blemish-prone skin. Horehound extract has been proven to reduce the appearance of blackheads, improve the homogeneity of the skin's texture, improve skin smoothness, and combat against the damaging effects of pollution and blue light. Noni stem cells provide a balanced microbiome that minimizes the appearance of blemishes and reduces excess sebum on the surface of the skin, creating a healthier overall complexion.

Q. Why was Orange Blossom Facial Moisturizer discontinued?

A. Orange Blossom Facial Moisturizer was discontinued because of supply issues.

Q. How often should I use BALANCE Mattifying Lotion?

A. Use BALANCE Mattifying Lotion morning and night after your favorite cleanser, toner, and serum. We recommend cleansing with the other two products in the BALANCE by Young Living Skin Care Collection: BALANCE Cleanser and BALANCE Dual-Phase Toner.

Q. How much should I use per application?

A. Gently press and pat a small amount—about the size of a nickel—evenly over your face. Repeat morning and night.

Q. Can women, men, and children use BALANCE Mattifying Lotion?

A. BALANCE Mattifying Lotion 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 your health care provider to determine if this product will meet your child's specific needs.

Q. What is the predominant scent of BALANCE Mattifying Lotion?

A. BALANCE Mattifying Lotion includes a fresh citrus aroma from Orange essential oil combined with the same essential oil blend Gary Young originally formulated for Orange Blossom Facial Wash/Moisturizer: Lavender, Patchouli, Lemon, and Rosemary.

Q. Is BALANCE Mattifying Lotion vegetarian and/or vegan friendly?

A. Yes, BALANCE Mattifying Lotion is vegetarian and vegan friendly.

Q. Does BALANCE Mattifying Lotion contain any ingredients derived from corn?

A. Yes, citric acid is derived from non-GMO corn. If you have additional concerns, please speak to your health care provider.

Q. Does BALANCE Mattifying Lotion contain any ingredients derived from soy?

A. The tocopherol may be derived from non-GMO soy. If you have additional concerns, please speak to your health care provider.

Q. Does BALANCE Mattifying Lotion 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 Mattifying Lotion contain any ingredients derived from palm/coconut?

A. Glycerin, capric/capric triglyceride, and cetearyl alcohol may be derived from palm and/or coconut. If you have additional concerns, please speak to your health care provider.

Q. Does BALANCE Mattifying Lotion 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 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 Mattifying Lotion contain any GMO ingredients?

A. BALANCE Mattifying Lotion contains only non-GMO ingredients.

Q. Does BALANCE Mattifying Lotion contain any synthetic ingredients?

A. BALANCE Mattifying Lotion contains only naturally derived ingredients.

Q. Where is BALANCE Mattifying Lotion manufactured?

A. BALANCE Mattifying Lotion is manufactured in the United States.

Q. Is BALANCE Mattifying Lotion considered hypoallergenic?

A. Yes, BALANCE Mattifying Lotion was tested and confirmed hypoallergenic and safe for sensitive skin. If you have further concerns, we recommend speaking 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 Mattifying Lotion 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 additional concerns, we recommend speaking with your health care provider.

Q. Does BALANCE Mattifying Lotion contain alpha hydroxy acids?

A. No, BALANCE Mattifying Lotion does not contain alpha hydroxy acids.

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

A. Sodium anisate and benzyl alcohol function as preservatives. Both are derived from natural sources.

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

A. BALANCE Mattifying Lotion is formulated using citrus levels that do not necessitate a UV warning.

Q. What is the pH of BALANCE Mattifying Lotion?

A. BALANCE Mattifying Lotion has a pH of 4.80–5.40.

Q. Are there any companion products for BALANCE Mattifying Lotion?

A. Yes. BALANCE Cleanser and BALANCE Dual-Phase Toner 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. From what is the glycerin derived and what is its function?

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

Q. What essential oils are included in BALANCE Mattifying Lotion?

A. BALANCE Mattifying Lotion includes the same essential oil blend Gary Young originally formulated for Orange Blossom Facial Wash: Lavender, Patchouli, Lemon, Rosemary, and Orange.

Q. What is the function of the xanthan gum?

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

Q. Is it okay to dilute BALANCE Mattifying Lotion?

A. We do not recommend dilution. BALANCE Mattifying Lotion 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 the tocopherol derived and what is its function?

A. The tocopherol is an antioxidant derived from non-GMO soy.

Q. Which plant extracts are included in BALANCE Mattifying Lotion?

A. *Citrus aurantium dulcis* (Orange) peel extract, *Avena sativa* (Oat) bran extract, *Morinda citrifolia* extract, *Beta vulgaris* (Beet) root extract, *Avena sativa* (Oat) kernel extract, and *Marrubium vulgare* extract are included in BALANCE Mattifying Lotion.

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

A. Sodium levulinate is derived from sugarcane and provides skin conditioning.

Q. Can I add essential oils to BALANCE Mattifying Lotion?

A. We do not recommend adding essential oils, as it may disrupt the stability of the product.

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. From what is the xanthan gum derived?

A. The xanthan gum utilizes non-GMO corn and/or soy and is created through a proprietary bacteria fermentation process. There is no bacteria culture left in the ingredient or the finished product. As part of our rigorous Seed to Seal[®] quality parameters, the ingredient 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 the product 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 sodium phytate and from what is it derived?

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 sodium phytate is a chelating agent derived from rice bran.

Q. What is the function of the sodium PCA and from what is it derived?

A. The sodium PCA is a humectant derived from sugarcane.

Q. Is sodium hyaluronate the same as hyaluronic acid?

A. Sodium hyaluronate is the sodium salt of hyaluronic acid. Sodium hyaluronate has a smaller molecular weight compared with hyaluronic acid, which allows for greater penetration.

Q. What is the function of the sodium hyaluronate and from what is it derived?

A. Sodium hyaluronate is a humectant. The sodium hyaluronate in the BALANCE Mattifying Lotion has a low molecular weight that better penetrates the skin. It is derived from *S. zooepidemicus* and is natural, non-GMO, vegan friendly, and created through a proprietary bacteria fermentation process. There is no bacteria culture left in the ingredient or the finished product. As part of our rigorous Seed to Seal quality parameters, the ingredient 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 the product is efficacious, safe, and free of any contaminants. If you have additional concerns, we encourage you to speak to your health care provider.

Q. From what is the sodium anisate derived?

A. The sodium anisate is derived from *Ocimum basilicum* (basil) or *Illicium verum* (star anise).

Q. What is the function of the *Platonia insignis* seed butter?

A. This nutritious butter is rich in minerals such as magnesium, zinc and calcium, and vitamin E and D, as well as the amino acid tryptophan. This butter has been clinically proven to increase skin hydration, decrease skin water/moisture loss, and improve the skin's moisture barrier.

Q. What is the function of *Passiflora edulis* seed oil?

A. *Passiflora edulis* seed oil (passion fruit seed oil) is an emollient. It works to condition and moisturize normal/combination and oily skin.

Q. What is the function of *Canarium indicum* seed oil?

A. *Canarium indicum* seed oil functions as an emollient.

Q. What is the function of cetearyl alcohol?

A. Cetearyl alcohol functions as a thickener and emulsifier.

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 Mattifying Lotion 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 *Avena sativa* (oat) kernel extract?

A. This extract contains a high concentration of skin-equivalent ceramides and helps decrease skin water/moisture loss, increase skin hydration, improve the overall complexion of the skin. It also reduces the appearance of blemishes and redness for healthy and radiant skin

Q. What is the function of the bacillus ferment?

A. This ingredient has been shown to help minimize the appearance of skin imperfections and support the skin's microbiome, leaving skin looking beautiful. The ferment is isolated from clay sourced following sustainable practices near Aiguamolls de l'Empordà, a natural park in Spain. It soothes the skin and supports the skin's microbiome by reducing *P. acnes* (*Propionibacterium acnes*) biofilm formation and porphyrins, which are metabolic products of *P. acnes* that can become lodged in pores, creating blemishes. The ingredient 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, the ingredient 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 the product 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.

Q. What is the function of *Oryza sativa* (rice) starch?

A. Rice starch functions as an absorbent. Our rice starch keeps you shine free by absorbing excess sebum on the surface of the skin without stripping it of excess moisture.

Q. From where is the rice starch sourced? Is it non-GMO?

A. The rice starch may be sourced from Japan, America, and/or Australia. It is non-GMO.

Q. What is the function of the fructooligosaccharides?

A. Fructooligosaccharides function as skin conditioning agents derived from beets. They are rich in carbohydrates to give skin an instant surge of moisture that will visually decrease dryness and increase smoothness.

Q. What is the function of the *Beta vulgaris* (beet) root extract?

A. *Beta vulgaris* root extract functions as a skin-conditioning agent. It gives skin an instant surge of moisture that will visually decrease dryness and increase smoothness.

Q. From what is benzyl alcohol derived?

A. The benzyl alcohol is derived from cassia.

Q. What is the function of the *Marrubium vulgare* extract?

A. The *Marrubium vulgare* extract functions as a skin-conditioning agent and an active ingredient for improving the appearance of the skin. Obtained via cell culture of horehound, this extract has been clinically proven to reduce the appearance of blackheads, improve the homogeneity of the skin's texture, improve skin smoothness and softness, and combat against the damaging effects of pollution, providing a healthy-looking, radiant complexion.

Q. What is the function of the sodium citrate and from what is it derived?

A. The sodium citrate functions to maintain the proper pH. It is corn derived.