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EMOTIVE COSMETICS

# FREQUENTLY ASKED QUESTIONS

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You can research by keyword in this pdf:

- on your pc, type ctrl + f
- on your mac, type cmd + f

# 1. Our concept



## What does 'Altearah' mean?

Altearah's name originates from 'Altea', who in Greek mythology, is the beacon of healing, embodying kindness and love, and 'Rah', who in ancient Egyptian cultures, was known as the Pharaoh of Light. Together, the meeting of these two powerful stories, the Beacon of Healing and the Pharaoh of Light in our name, represents the core synergy of ALTEARAH: the meeting ground of wellness and colour.



## Can I use several Parfums de Soin at the same time?

Yes! You can use up to 4 different Parfums at the same time. However, it is advised to use them in sequence, breathing them in one after the other, and not to mix them into a single olfaction.

You can also use certain colours in the Parfum de Soin, and others in the form of other products: Huile de Soin, Scrub, Concentrate, or Bath Salt.



## How to choose your colour?

To choose your colour, several avenues are available to you:

- Follow your instincts and choose the colour you are first attracted to. This colour often illuminates your immediate emotional needs.
- Make your choice using the keyword associated with the colour (Royal Purple - Energy, White - Pure, Green - Freshness, ...).
- Choose your colour according to your emotional state of the moment (for example if you are stressed, choose Turquoise - Serenity ...).

To explore your needs further, do not hesitate to visit our partner resellers closest to you for tailor-made and personalized advice.



## Once I have identified my chosen colour, how do I choose the most appropriate product?

This all depends on your preferences and habits. If you enjoy beauty rituals, opt for the Scrub and / or the Huile de Soin. If you are looking for an immediate effect, try the Parfum de Soin and practice the Olfactive Ritual in the mornings before starting your day, in the evenings before bed or anytime throughout the day. If you want to treat yourself to a real moment of well-being, choose a Bath Salt and use it in a complete bath or foot bath. Finally, if your need is recurring and / or deep, use the Concentrates as a 10 to 15 day regime. Our products are first and foremost, emotive cosmetics - it is important to pay attention to your emotional and physical needs and use the products with intention.



## I don't like the smell of my chosen colour, what does that mean? What should I do?

If you don't like the smell of your chosen colour, this is telling! This shows a significant deficit in the energy of this colour in your system - the body only accepts what it recognizes. Here are some questions to ask yourself in order to understand this "rejection": Can you observe if this scent is entering your body? Do you feel it in your head? In your throat? Chest? Maybe at the soles of your feet? Do you experience coolness, warmth, tingling, tension, a feeling of energy or relaxation? Does this smell remind you of an image, a memory, a place, a person, an emotion? If you don't feel anything, that's okay, accept this "rejection" as an opportunity to awaken your body and consciousness. Feel free to breathe in the colour several times, at different times of the day, or in different scenarios. Our body and our emotions are constantly changing, and so is our perception of smell!

**Possibility 1:** If, despite several attempts, you still do not like the colour but you want to work on this need and emotion less directly, we recommend that you use this colour in the form of a Bath Salt or Concentrate.

**Possibility 2:** In case you do not like the scent of a certain colour at all, feel free to change the colour to one that feels more comfortable.

# 2. Our engagement



## How does Altearah verify product traceability?

Our entire traceability process begins with the ingredients we purchase from our suppliers. We select trusted suppliers with clear traceability, trying to focus on local areas as much as possible. In addition, if feasible, we visit the suppliers to check their method of harvesting, production and we audit them ourselves. Once we are sure of where our ingredients come from, we transport them to our production site where the product is manufactured, packaged and shipped to you.



## What are the preservatives in the Face Range used for?

In cosmetics, the aqueous ingredients of a formula (aloe vera gel, hydrosols, ...) are sensitive to external agents such as bacteria, viruses or molds. Preservatives protect the formula and play an essential role in ensuring the safety of use for the consumer. We have chosen to introduce natural preservatives in our face range products.



## Where are the products made?

Altearah products are made in Bellegarde in the South of France. Our offices and our production and logistics departments are located in Mas Neuf, a 200-year-old Provençal building in the heart of the natural beauty of the Camargue; surrounded by vineyards, sunflowers, roses and lavender fields.



## Do the products contain any preservatives?

Our body range products do not contain any synthetic preservatives - at Altearah, we use natural rosemary extract, a natural antioxidant, which helps to maintain the optimal quality of our vegetable oils. Our face range contains certain preservatives approved for use by the ECOCERT specifications.



## Are the products ORGANIC and natural?

Yes! Altearah is certified by internationally recognized organizations and certification bodies: Ecocert, One Voice, Slow Cosmétique, Sud de France. They attest that we produce clean and authentic cosmetics: natural, organic, not tested on animals, and made in France.



## Are the products tested on animals?

No, our products are not tested on animals and we do not hire subcontractors to do so on our behalf. We do not use any ingredients that have been tested on animals, nor do we sell in markets where animal testing is mandatory, such as in China. The ONE VOICE label attests to our commitments.



## Do the products contain controversial ingredients (nanomaterials, parabens, phenoxyethanol, etc.)?

No, at Altearah we have defined a strict internal charter for ingredient selection, which goes hand in hand with the specifications of our ECOCERT label. All Altearah products are therefore void of any of these controversial ingredients.



## What type of alcohol is used in the Parfum de Soin?

Our fragrances are 100% natural, made from organic wheat alcohol, without any colouring or preservatives and without BHT and BHA.



### What are Neuro-Active ingredients? What do they add to the Face Range?

The Neuro-Active ingredients present in our Face Range are active ingredients derived from plants, certified by Ecocert, that act on the nerve connections of the skin. These Neuro-Actives target two essential facial issues: tissue sagging and pigment spots.

They thus restart the production of fibroblasts and effectively correct the visible signs of aging. They also act on pigment spots by reducing their surface area and their colouring on the skin.



### Can I use the Altearah Face Serum with my day cream from another brand?

In general, it is advised to use a Day Cream and Serum from the same brand in order to avoid possible incompatibilities between ingredients, which could, in some cases, lead to negative visible effects on the skin.

In our case, the Altearah Face Serums and our Sublime Cream have been developed to optimize their complimentary effects and create a beneficial synergy for your skin. However, there are no contraindications to using our products along with products from different brands if the recommendations for use and / or precautions for use are correctly followed.



### What are the recycling sorting instructions for your packaging?

We are working hard to improve our packaging; we want to move towards packaging that is 100% recyclable or made from recycled materials.



Pumps, tubes, roll-on balls, atomizers, silver caps



Packaging, instructions, jars, plastic bottles, caps, glass bottles without roll-on balls, pumps or atomizers

# 3. Products & utilisation



**Do the scents of the Altearah Parfums remain all day?**

**What is the difference between the Parfum de Soin and a traditional perfume?**

Our product is a Parfum to feel, not to wear. Its vocation is a moment of well-being for yourself. It will evaporate and dissipate sooner than a regular perfume you use daily.



**Are the products unisex? Are they suitable for men?**

Yes, the products are not gendered, they are suitable for anyone. If you would like more advice, please do not hesitate to contact us.



**My scrub is drying out, what should I do?**

With each use and using the spatula, mix to the bottom of the pot to homogenize the product.



**What is the shelf life of the products?**

There is a PAO (Period After Opening) indicated on the bottle or tube of our product. This number indicates to you the number of months you can continue to use the product after breaking the seal.

To ensure the optimum quality of the products, we recommend that you store them in a cool, dry place, away from direct heat or sunlight.



**Can the products be used on a person in chemotherapy?**

We recommend not to use our essential oil products if you are undergoing chemotherapy.

Get in touch with your doctor or healthcare professional, they will be able to establish advice and recommendations for skincare. If you use our cosmetics, keep in mind that your sense of smell may vary from day to day depending on your changing condition.



**Are the products suitable for all skin types?**

YES, our products are suitable for all skin types.

If in doubt about sensitive or reactive skin, test a small area (inside the wrist) and monitor for 24 hours. In case of skin reactions, do not use the product.



**I am allergic to essential oils, which product do you recommend?**

We recommend that you choose SUBLIME Face Cream, SUBLIME Eye Contour and the Nutritive Oil; these products do not contain any essential oils.



**How do I use the Bath Salt?**

The Bath Salt has many uses, even if you don't have a bathtub. The product can be used in a hand or foot bath, it will give you a moment of energy and relaxation. In a basin with water at 37 ° C pour 2 tablespoons of Salt, grab a good magazine or your favorite book and enjoy for about 15 minutes.

To keep the heat enclosed, don't hesitate to cover your feet and the basin with a towel.

You can also opt for a Himalayan treatment with hot salt pouches, at one of our partners' venues. Find a list of our partners on our website: our points of sale map.



**Can the products be used on pregnant or breastfeeding women?**

In general, it is advisable to avoid essential oils during the first trimester of pregnancy.

Try our Nutritive Oil, which has no essential oil content and has been made specifically for pregnant women, babies and children.



### What products can be used on children?

The Nutritive Oil is free from allergens and essential oils, making it excellent for taking care of their skin and for a relaxing massage. Bath Salts, once a week from 7 years old. The other products in the Body Range can be used from adolescence. There are no restrictions on the products in the face range.



### Can I apply the body oils (Huile de Soin) during the day?

The body oils can be applied anytime during the day, except in the case of prolonged exposure to the sun (tanning, beach, etc.).

If in doubt, we recommend Nutritive Oil in the morning and the Huile de Soin in the night.



### My products don't smell exactly like the ones from my last order, is this normal?

Yes, it is completely normal. We work with natural and organic raw materials, and so the smells can vary a little depending on farming conditions that can differ from year to year: eg) the quality of the soil, the amount of sunshine there is, etc.



### The pump of my product isn't working, what should I do?

Sometimes an air bubble can get into the pump mechanism and prevent it from functioning properly. In the vast majority of cases, the following method will solve this problem:

- Hold the bottle upside down, you will see a small hole on the bottom lid of the bottle.
- Insert a sharp object, such as a pin, into the hole and open the cover.
- You will then see a pump mechanism inside the bottle, gently move the pump upward.

This will almost always eliminate the air bubble. If the problem persists, please contact us.



### Can the products be used if I have skin or food allergies?

The allergens present in the products are indicated in the list of ingredients, we invite you to consult this list before using the product. Food allergies are not linked to skin applications, however, be careful with applications around the mouth and on the mucous membranes.



### I have a medical problem - are Altearah products suitable for me?

If you are diagnosed with a specific illness or medical problem, whether you are undergoing treatment or not, consult your doctor. If in doubt, test the product on a small area (for example in the hollow of the wrist) and monitor for 24 hours. If redness or pain occurs, stop using the product.



### Instructions for use:

#### The Huile de Soin:

Apply on the whole body, or locally on targeted zones corresponding to the colour. In order to have impactful results, it is advisable to use the same colour, everyday, for one cycle of 21 days.

#### The Parfum de Soin

This product has many possible uses, although olfaction in an Olfactive Ritual remains the main one:

- As a routine, 3 to 5 times a day for 21 to 28 days
- As an ambient perfume or olfactive shower
- As a pillow mist
- Keep it on your desk, on your nightstand or in your purse, there are no limits on the use of this product!

#### The Scrub

Use a small amount and massage the scrub on the skin until the Himalayan salt melts. If necessary, moisten your hands.

#### The Concentrate

In a regime of 10 to 15 days.

# 4. Your orders, your customer account



## Can I return or exchange my products?

In accordance with the laws relating to online shopping and cosmetics, you have 14 days from the date of your order to request an exchange or a refund. This process is only valid if the products are intact and in their original, undamaged, unopened packaging. To find out how to return products, we invite you to consult our General Terms and Conditions of Sale as well as the "Delivery" tab on our website.



## I live in Belgium or Luxembourg, why can't I place an order on the website?

We have an exclusive distributor in this country: CARACTERRE. We invite you to contact them directly at the email address [contact@caracterre.eu](mailto:contact@caracterre.eu).



## Does the brand offer samples?

Yes, we put samples in every order. Please note that we do not offer to send free samples alone. If you would like to test our products, we invite you to visit a reseller closest to you.



## Where can I find Altearah products?

You can discover our products with our reseller partners in France and abroad. We invite you to visit our "Points of Sale" tab to find our partners closest to you.



## I am a professional and I would like to become a distributor or reseller abroad, what should I do?

Thank you for your interest in our brand! You can send us your request via the "Professionals" tab on our website or directly by contacting the email address: [sara@altearah.com](mailto:sara@altearah.com).



## I would like to know the status of my order, what should I do?

To know the status of your order, you can log into your Altearah account and click on your order to view the tracking number. You will be able to follow your parcel with this tracking number. If you notice an anomaly, contact us via email at [info@altearah.com](mailto:info@altearah.com).



## My package has been damaged; the products are broken or have leaked, what can I do?

We are sorry to hear that! Send us a photo of the damaged package or affected products, as well as your order number, to the email address: [info@altearah.com](mailto:info@altearah.com) within 4 working days of receipt of the order, we will find the best solution together.



## Can I modify or cancel my order?

Please contact us as soon as possible at + 33 (0) 4 66 04 07 07 or by email at [info@altearah.com](mailto:info@altearah.com). If your order hasn't been invoiced yet, we can still make the necessary changes.



## How do I modify my personal information (address, contact details, ...)?

You can modify all of your personal information by logging into your Altearah account accessible on our website.



## I am a professional and I would like to become a reseller in France, what should I do?

Thank you for your interest in our brand! You can send us a request via the "Professionals" tab on our website or directly by contacting the email address: [commercial@altearah.com](mailto:commercial@altearah.com).

Altearah<sup>®</sup>  
BIO

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Have more questions?

Contact us:

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