

FREQUENTLY ASKED QUESTIONS PRODUCTS



HOW OFTEN SHOULD I USE THE SATINIQUÉ™ CARE PRODUCTS?

For best results, shampoos and conditioners should be used every day.

SHOULD I SWITCH MY DAILY SHAMPOOS? IF SO, HOW OFTEN?

This is a common myth; switching is not needed. It is best to choose the product to suit your needs. However, if your needs change (i.e. you begin colouring your hair), you may want to consider switching care products.

WHY IS ONLY THE GLOSSY REPAIR SHAMPOO AND CONDITIONER SULFATE-FREE?

All SATINIQUÉ shampoos and conditioners are gentle. However, the Glossy Repair formula was designed to be extra gentle to minimise colour fading to help keep colour truer, longer.

HOW SHOULD THE PRODUCTS INCLUDED IN SATINIQUÉ COLLECTION BE STORED?

For maximum stability the product should be stored at room temperature (below 30°C, 86°F) and away from direct sunlight.

WHAT IS THE SHELF LIFE OF THE SATINIQUÉ PRODUCTS AND HOW LONG CAN I KEEP EACH PRODUCT AFTER IT HAS BEEN OPENED?

Three years.

WHAT CLINICAL TESTING OR LABORATORY SUPPORT IS AVAILABLE FOR THESE PRODUCTS?

Third party clinical testing was done to support all safety and most efficacy claims. Some efficacy claims are substantiated using validated laboratory testing conducted at SATINIQUÉ laboratories. This is true for all SATINIQUÉ products.

WHO DO YOU RECOMMEND TO USE SATINIQUÉ?

SATINIQUÉ is designed to meet a variety of need states and is suitable for the entire family. It is not recommended for children under 6.

IS SATINIQUÉ SAFE AND EFFECTIVE FOR ALL HAIR TYPES?

SATINIQUÉ was developed to meet a variety of hair needs, and are safe and effective for all hair types. We would recommend using Glossy Repair on colour-treated hair to minimise colour fading.

CAN I USE PRODUCTS INTERCHANGEABLY?

Yes, the collection was designed with a system for a customised approach. Based on your individual hair and styling needs, the products may be used interchangeably to create a customised approach.

I DO NOT COLOUR MY HAIR. WOULD I STILL BENEFIT FROM THE GLOSSY REPAIR FORMULAS?

Yes, these formulas are mild and are ideal for any damaged hair.

ARE SULFATES BAD FOR HAIR?

There are many classes of sulfates. We have done extensive research to confirm SATINIQUÉ uses gentle sulfates that do not strip the hair. All formulas were developed to be mild enough for daily use through clinical testing.

WHAT IS A SULFATE?

Sulfates are a general class of ingredients used across many products to clean hair.

HOW LONG WILL SHAMPOOS AND CONDITIONERS LAST (USAGE RATE)?

When used daily, care will last for 30-45 uses.

FREQUENTLY ASKED QUESTIONS

PRODUCTS

IS SATINIQUE™ GLUTEN-FREE?

Yes, SATINIQUE contains no wheat derived ingredients.

DOES SATINIQUE CONTAIN ANY ANIMAL DERIVED INGREDIENTS?

Yes, the 18-MEA ingredient from ENERJUVE is derived from wool. Sheep were not harmed for this ingredient.

WAS SATINIQUE TESTED ON ANIMALS?

No. SATINIQUE did not do animal testing.

WILL THE STYLING PRODUCTS BUILD UP?

Our testing results showed normal use of styling products washes out after one shampoo.

CAN I USE THE REVITALIZING MASK AND THE OVERNIGHT REPAIR TREATMENT TOGETHER?

Yes. The Revitalizing Mask rinses out and the Overnight Repair Treatment is a leave-in formula.

DO I NEED BOTH A CONDITIONER AND REVITALIZING MASK TOGETHER?

For the most damaged hair, we recommend using both the Glossy Repair Conditioner and Revitalizing Mask together to optimise the reparative benefits.

WILL OVERNIGHT REPAIR TREATMENT STAIN MY PILLOW?

No. It is a residue-free formula. Follow the proper instructions. Apply to damp or dry hair and allow hair to dry.

DO I NEED TO RINSE OVERNIGHT REPAIR TREATMENT FROM MY HAIR IN THE MORNING?

No. You can either style or rinse your hair in the morning.

MY MOUSSE CAME OUT RUNNY?

Remember to shake before use and invert can when using.

WAS SATINIQUE™ TESTED ON ALL HAIR TYPES?

Yes, it was tested a variety of hair types.

DOES SATINIQUE CONTAIN SILICONES? WILL THEY BUILD UP IN MY HAIR?

SATINIQUE products do contain some silicones for conditioning purposes; however, with normal use, they will not build up in hair as shown in our extensive salon and consumer testing.

WHY DID YOU CHOOSE THE BOTANICALS THAT ARE IN EACH FORMULA?

The blended botanicals and nutrients were purposefully chosen to support the needs of the various hair types.

WHAT IS THE DIFFERENCE BETWEEN DANDRUFF AND DRY SCALP?

Dandruff and dry scalp are often mistaken for one another. Here is a guide to help distinguish between the two scalp conditions:

DANDRUFF:

- Dandruff is a clinical condition caused by the excessively shedding of dead skin cells from the scalp. Fungus present on the scalp reacts to an overproduction of sebum, causing irritation.
- The scalp's response to this irritation leads to an increased turnover of skin cells. Skin cells turn over more often, approximately every 15 days, as opposed to around a month for people without dandruff.
- The skin cells are shed in large clumps, appearing as white or grayish patches on the scalp, skin and clothes.

DRY SCALP:

- Dry scalp occurs when the scalp loses moisture through factors such as over-shampooing, environmental factors, such as heat or dry air, or UV damage.
- Dry scalp can cause itchiness.
- Dry scalp is characterised by small white flakes

