

## Microsite FAQ

### 1. Are DevaCurl Products safe to use?

- Yes. All DevaCurl products are safe to use. Our products have gone through rigorous testing and adhere to all relevant regulations for product safety before they reach the market.
- All our products meet the safety requirements of the US Cosmetic Ingredient Review (CIR) and the EU Scientific Committee on Cosmetics Safety (SCCS).

### 2. What testing have you done to test the safety of your products?

- All our products are safe. They are subject to rigorous and thorough industry standard testing including:
  - **Stability Testing:** This test exposes our products to a range of temperatures including cold, freezing, ambient (60-78 degrees F), and extreme heat for several months to ensure stability. We check the product's pH, viscosity, odor, and appearance to confirm that each remains stable under these various conditions.
  - **Microbiological Challenge Testing:** This test involves exposing products to bacteria to ensure our ingredients are doing their job to keep the product safe from contamination. We use non-toxic, effective preservatives to keep the product (and you) safe.
  - **HRIPT (Human Repeat Insult Patch Test):** This test is performed on people's skin to test for irritation and allergy potential to confirm that it's safe for use.
  - **Ocular Testing:** This test is to ensure our product formulas are not harmful to the eyes.
  - **Packaging Compatibility Testing:** This test confirms that there are no reactions between the package and the formula over a period of several months at extreme heat conditions.
  - **Product Storage:** We also store all our products in an ambient temperature (60-78 degrees F) warehouse based on industry standards and confirmed by our testing protocols.
  - **Additional Evaluation:** For every DevaCurl product, before each batch is released for distributing to salons, retailers, or customers, the product is evaluated and tested for appearance, odor, pH, viscosity and passes additional microbiological testing.

### 3. Are there ingredients in your products which could cause hair loss?

- No. All of our products are designed to be nourishing and hydrating for every curl type, and are focused on sourcing high quality, good for curls ingredients only.
- All of our products are sulfate, paraben and silicone, and cruelty free. This is our “No” list –every ingredient you will NEVER see in a DevaCurl product:
  - Sulfates
  - Parabens
  - Silicones
  - Phthalates
  - Gluten
  - Coal Tar Dyes
  - Peanut-Derived Ingredients
  - Formaldehyde
  - MIT
  - Paraffin
  - Petrolatum
  - Mineral Oil
  - DEA or TEA
  - Triclosan
  - Benzophenone
  - Dihydroxybenzophenone
  - Ethylene Glycol
  - Dipropylene Glycol
  - Nonolynol
  - Octoxynol or derivatives
  - 3- Benzylidene Camphor
  - Talc
  - Ethyl Acrylate
  - Ethyl Methacrylate
  - Butyl Methacrylate
  - Hydroxypropyl Methacrylate
  - Tetrahydrofurfuryl Methacrylate
  - Trimethylolpropane Trimethacrylate
  - Aluminum Salts
  - Benzophenone
  - Butoxyethanol
  - Carbon Black Lead
  - Lead Acetate
  - Methyl Cellosolve
  - Methoxyethanol
  - Methylchloroisothiazolinone
  - Methylisothiazolinone
  - Mercury or Mercury Compounds (Thimerisol)

- Insoluble Plastic Microbeads Resorcinol
- Toluene
- BHA
- ETA
- Nanoparticles
- Polyacrylamide
- Acrylamide
- Styrenes

#### **4. Have you reformulated any products?**

- We occasionally update our products and their ingredients to enhance the performance of the product or to comply with the latest regulatory requirements.
- Anytime we update any ingredient or preservative in our products, they undergo rigorous safety testing again to ensure they meet our own and industry's high-quality standards and regulatory requirements.

#### **5. What else could be causing these reported problems with hair and scalp health?**

- We are actively seeking expert help and will be creating a Professional Curl Care Council of trusted medical professionals, dermatologists, independent industry experts, professional stylists and members of our curl community to better understand healthy curls and scalp.
- Please continue to share your questions and experiences with our team at [customercare@devacurl.com](mailto:customercare@devacurl.com) or you can call our dedicated Curl Care Line on 1-888-240-4291

#### **6. Should I stop using your products?**

- No, you can continue to use DevaCurl products with confidence as all products are safe to use.

#### **7. What should I do if I experience hair loss or scalp problems?**

- As with any cosmetic product, if you have a negative experience (e.g., itchy scalp) that you think may be related to use, you should stop using the product. If you experience hair loss, you should contact your healthcare provider or dermatologist.

#### **8. Are you considering a recall?**

- No. Based on all the evidence we have – which includes independent testing of our products – we stand by the quality and safety of our products.

## 9. Is DevaCurl offering refunds?

- We always want our Deva Community to be satisfied with their DevaCurl products which is why we're offering refunds. Please reach out to our customer care team at [customercare@devacurl.com](mailto:customercare@devacurl.com) to get started on your return.

## 10. Where can I learn more about hair and scalp health?

- Many factors determine hair and scalp help. Please find below resources which may be helpful:
  - American Academy of Dermatology here: [www.aad.org](http://www.aad.org)
  - Find a board-certified dermatologist near you here: <https://find-a-derm.aad.org>
- We are committed to creating a Professional Curl Care Council of trusted medical professionals, dermatologists, independent industry experts, professional stylists and members of our curl community to help us all better understand healthy curls and scalp.