

## Frequently Asked Questions

### **What do you mean by “natural” skin care?**

At Smith Farms we create products using ingredients that are found in nature, e.g. butter from the karite (shea) nut, rosewater from rose petals, juice from the aloe vera plant and oil from almonds. Sometimes our ingredients are not naturally occurring in nature, but in these cases we make sure they are naturally derived, using organic principles. A good example of this is our emulsifier called Sugarmulse, which is cetearyl alcohol and cetearyl glucoside and is derived from plant sugars.

### **Can I use your products if I have eczema/psoriasis/rosacea/dermatitis/sensitive skin?**

Our line of products are completely natural and contain no harsh or irritating ingredients, such as sulphates (the leading cause of contact dermatitis) and synthetic fragrances that are found in traditional skin care products. This makes them ideal for individuals with sensitive skin. In fact we've received a lot of feedback that our products have been helpful for skin conditions such as these. Please see our testimonials for further information.

### **How long will my products last after I buy them?**

You should try to use your products within 6-12 months, keeping them out of direct sunlight and extreme temperatures. Our products are stable but not indestructible; for instance, leaving them in a hot or freezing car is not the best thing for them! The products will never spoil however over time the oils can oxidize which can affect the scent. Look at the bottom of the bottle to find the date it was made.

### **How do you preserve your products?**

We very proudly use a preservative system created by a company here in Quebec. It is called Biosecur, and it is derived from citrus fruit. It is an organic preservative and disinfectant that replaces parabens and quaternary ammonium compounds in products. Find it on our labels under its INCI name: “Citrus medica limonum”. It is both USDA and Ecocert certified organic. Visit their website for more information.

([www.biosecur.com](http://www.biosecur.com))

### **What is Cetearyl Alcohol? Isn't alcohol drying?**

Cetearyl alcohol is not really an alcohol (such as rubbing alcohol) which would definitely dry the skin. It is an emulsifying wax, made by combining fatty alcohols from vegetable sources. Emulsifiers are what we use to keep the oil and water components bound together as a smooth lotion. The one we've chosen to use is called Sugarmulse and is derived from plant sugars. The INCI name for Sugarmulse is Cetearyl alcohol and Cetearyl glucoside. For more information on Sugarmulse, visit the Herbarie website.: [www.theherbarie.com](http://www.theherbarie.com)



### **Why are some of the names on your ingredients list unrecognizable?**

Ingredient lists must conform to the INCI standards of identification. See below for INCI explanation.

### **What does INCI mean?**

The International Nomenclature of Cosmetic Ingredients, abbreviated INCI, was established to ensure that cosmetic ingredients are consistently listed using the same ingredient name from product to product. Using consistent ingredient names on product labels allows consumers the ability to easily compare the ingredients between multiple products.

### **How can I check for myself that all the ingredients you use are safe?**

A great resource that anyone can use is the Skin Deep cosmetic safety database: [www.ewg.org/skindeep](http://www.ewg.org/skindeep). We use this database ourselves for every ingredient we use.

### **Is all your product packaging recyclable?**

We prioritize packaging that is made from recycled materials, is recyclable or biodegradable. We like to use aluminum as it is infinitely recyclable. Glass is another favourite of ours. Any plastic we use is easily recyclable. We make sure our labels are made of the same material (polypropylene) so that it can be easily recycled once at the facility.

### **What about your packing and shipping packaging?**

We ship most of our orders in cardboard boxes, which are made up of partially recycled content and are recyclable. To pack the products and keep them protected, we use both brown kraft paper which is made using 40% post-consumer recycled content and bubble wrap which can be recycled like plastic grocery bags. We also reuse wherever possible; boxes that we've received shipments in and bubble wrap.

### **How much of your raw materials and packaging supplies are sourced locally?**

We try to source as much as we can locally, but unfortunately in the case of our raw materials, the bulk of them come from other parts of the world. We use a lot of nut butters and oils (shea, cocoa, almond, jojoba) which don't grow in our Canadian climate. What we can get locally (beeswax, honey and goat's milk), we do. As for our packaging, we get our aluminum tubes that we use for hand lotion from a company in Hawkesbury, Ontario. All our print materials and labels are done by Montreal printers.

### **Where are your products manufactured?**

All our products are manufactured and packaged by us at our facility on our family farm in Saint-Polycarpe, Quebec, Canada.

### **Are your products vegan?**

Many are (Vitamin Rich Hand Cream, Marshmallow Face Cream, Gentle Foaming Facial Cleanser, Orange Blossom Facial Toner and Nourishing Hair and Body Oil). However some of our products contain beeswax and our goat's milk soap contains, of course, goat's milk.

### **Is your glycerin vegan?**

Yes, we use only vegetable derived glycerin



**Are your products gluten free?**

Yes, all our products are gluten free.

**Do you have a baby care line?**

Not yet, but it's in the pipeline!

**Are your products safe for use on my baby or children?**

Because our products are natural and contain none of the harsh or irritating ingredients found in most traditional products, including baby products, we encourage you to use them on your children or newborn. Our Gentle Foaming Facial Cleanser is non-stinging to eyes and therefor makes a great moisturizing baby wash.

**Do you test on animals or use ingredients that were tested on animals?**

Never! We reserve the privilege for all our friends and family, and Becky's children ;) The cats just get hugs and food.

