

Product and Ingredient Related Frequently Asked Questions

Are z.one concept™ products safe?

Yes, all **z.one concept™** cosmetic products are safe. Safety and the safeguarding of the health of consumers is guaranteed by respecting EU regulation 1223/2009 and the main international legislations that give a series of rules and limitations based on solid scientific principles. In particular, having been developed respecting European regulations, our cosmetics are scrutinized by professional safety checks and experts who personally evaluate the ingredients, the finished product and the function of each product to establish whether each cosmetic product is safe.

Are z.one concept™ products natural/organic?

In **z.one concept™** products there are ingredients from both natural (in certain cases from specific organic farming) as well as synthetic sources. The synergy and combination of these types of ingredients provide excellent performance, professional quality and optimal conditions for product preservation and stability. The list of ingredients on each product can be consulted directly in the salon, with the support of the hairdresser. Please note that there is no specific regulation that allows for the disassociation of natural/organic products from other product categories. Natural/organic products are a part of the cosmetic definition given by the EU – they must therefore respect the requirements connected to safety and product information. Contrary to the common perception of consumers, “natural” or “organic” ingredients (and products) are not necessarily safer than ingredients of “synthetic” origin.

Are z.one concept™ products tested on animals?

Are z.one concept™ products cruelty free?

z.one concept™ does not carry out or commission animal testing, according to EU regulations (EC) 1223/2009 on cosmetic products. EU guidelines state that the use of the claim “cruelty free” could imply that other companies aren’t, and this could be misleading. Considering this we have decided not to brag about something which is forbidden by law anyway, therefore the products do not carry the claim or symbols connected to the absence of animal testing. It’s important to add that the logos that represent the “bunny/cruelty free” claim, which often require a subscription to certain private companies, are not compulsory or necessary to guarantee the respect of current regulations.

Are z.one concept™ products vegan?

“There are no specific regulations that distinguish vegan cosmetics from other product categories, hence these products are classified under the definition of cosmetics given by the EU and must respect the requirements established by these norms. The term “vegan” is used by companies for marketing and communication purposes. If by “vegan”, one is referring to products that do not contain animal ingredients or sub-products, then many **z.one** concept™ products could be considered to be vegan. However, even though a large percentage of our products do not contain animal-derived ingredients, there are others which contain beeswax, keratin derivatives and honey, for example. Furthermore, almost all **milk_shake**® products contain milk proteins derived from cow’s milk. The composition of the products is always given on the packaging and verifies the presence or lack of any ingredients that are not suitable for vegans, and this check can be done directly by the consumer. If, aside from this, by saying “vegan” one is referring to products obtained via processes without reactants that are animal-derived and/or excludes ingredients tested on animals, then this becomes more difficult to establish in terms of whether the product is vegan or not. The reactants do not appear on the ingredients list, and the confirmation/denial of their use and their origin is very difficult to trace. If “vegan” means to include the claim “not tested on animals”, it is important to remember that EU guidelines state that this claim is misleading, because all the components in cosmetic products in the present day on the market must have been analysed via animal testing in the past and this was historically acceptable, to ensure that these products would not damage consumers. It is more likely that those consumers who are sensitive to a vegan lifestyle lean towards the amplest meaning of the word. Considering the above statement, in the respect of these consumers and EU guidelines, we do not claim that our products are “vegan”, even if those products do not contain animal ingredients.

Can z.one concept™ products be used during pregnancy?

As **z.one** concept™ cosmetic products are completely safe, there is no reason that they should not be used during pregnancy. As a safety guarantee, all **z.one** concept™ cosmetic products respect EU REG. 1223/2009 and the main international legislations and are checked by professional evaluators that scrutinize each ingredient carefully, as well as the finished product and the product’s function, in order to safeguard consumer health. In the case of doubt, or in the case of intolerances or questions, we suggest you consult a doctor.

Can z.one concept™ products be used if breastfeeding?

Considering that cosmetic products are applied to the skin and hair, their impact on breastmilk is negligible. Furthermore, the cosmetic ingredients of each product are tested rigorously for their safety to ensure that, in the case of ingestion or penetration into the skin, they cannot reach toxic levels for the organism before being excreted naturally. There is no issue therefore in using our products during breastfeeding. As a precautionary measure, we advise against using cosmetic products on the breast during breastfeeding. In the case of doubt, or in the case of intolerances or questions, we suggest you consult a doctor.

Do z.one concept™ products contain parabens?

Most of **z.one** concept™ products do not contain parabens. The lack of parabens is stated on the front of the packaging in most cases. Where parabens have been added as preservatives, their presence can be verified by consulting the list of ingredients on the packaging. There are very few of our formulas that, because of their microbiological and/or physical/chemical stability, contain parabens as preservatives. For these formulas, **z.one** concept™ is actively searching for alternatives to parabens that are efficient and safe, without having a negative effect on the stability of products over time.

Do z.one concept™ products contain Methylisothiazolinone and Methylchloroisothiazolinone?

The blend of Methylisothiazolinone (MIT) and Methylchloroisothiazolinone (MCIT) is used in cosmetics as a preservative to counteract the development of microorganisms. Following an increase in sensitivity to MIT, the use of this blend has been prohibited in leave-in cosmetics by REG. 1003/2014. From April 2016 only products that respect this regulation may be put on the market. MIT and MCIT can be present in some of our rinse-off products where, for microbiological and/or physical/chemical stability reasons, these cannot be easily substituted with other preservatives. When these are present, they always respect the limitations imposed by European legislation and appear in the ingredients list on the packaging. For these formulas, we are actively researching efficient alternatives that are safe and do not have a negative impact on the stability of the product over time.

Do z.one concept™ products contain SLS/SLES/sulfates?

Sodium Lauryl Sulfate (SLS, INCI name: Sodium Lauryl Sulfate) and Sodium Laureth Sulfate (SLES, INCI name: Sodium Laureth Sulfate) are part of a more ample range of ingredients, sulfate surfactants, widely used in cosmetic products such as shampoos, face/body cleansers, and toothpastes. In the past, unfounded information which stated that these substances create allergies and are carcinogenic was spread over the world, information which was debunked many times within the scientific community. Since then, the number of clients demanding products without SLS/SLES/sulfates has grown. Considering these preferences, a number of **z.one** concept™ shampoos and cleansers are now formulated without SLS/SLES/sulfates. If these ingredients are absent, it is shown visibly with a claim on the packaging (SLS/SLES/sulfate free). The presence of these ingredients can be verified by consulting the composition of the product on the packaging.

I have skin allergies, can I use z.one concept™ products without having any issues?

Allergies are a response of the immune system, the natural defence system of the body, to substances that are recognised as being foreign and therefore dangerous. If in the past you have had any kind of reaction after having used cosmetic products, and you want to ensure that these episodes will not be repeated by using our products, we suggest you consult your doctor, who can evaluate this in a deeper and personalised way. If you do have allergies and have identified the substances that cause your allergy (through medical testing), to avoid coming into contact with these substances, you can verify the presence of substances within the ingredients list on the packaging of the product before purchasing or using the product.

Are z.one concept™ products gluten free?

Because of the vast number of raw materials from various sources and machinery, locations and productive processes, it is not possible to guarantee that our products are completely gluten free. It's important to remember that it has not been proven that the absorption of a cosmetic product containing traces of gluten through the skin can be dangerous for celiacs. Food sensitivity to a substance does not imply that there will be a skin allergy to that substance, therefore, the risk of developing the same type of intolerance through skin application is not automatic, nor can it be ruled out entirely. The list of ingredients is available on each product. In the case of doubt, or in the case of intolerances or questions, we suggest you consult this list with a doctor.

If I have a food allergy, can I use the z.one concept™ products that contain that substance or its derivatives?

Personalised and in-depth evaluations can only be carried out by qualified doctors. However, it is important to distinguish between food allergies and skin allergies. If a person ingests a food and develops an allergy or intolerance, what happens is an anomalous reaction to substances present within the food (food allergy). If a sensitive person comes into contact with a substance they have a skin allergy to, some of the cells of the skin (Langherans cells) recognise the substance as being foreign and therefore the body begins a defence mechanism (skin allergy). As the response mechanisms involved are not identical, food sensitivity to a particular substance does not necessarily imply that the same person will have a skin allergy to the same substance. The composition of our products is on the packaging, respecting EU Reg. 1223/2009 and main international legislations, using the international nomenclature that is a standard to allow people with allergies to easily identify the presence of the substance that they are allergic to before using the product, thus avoiding it.

Can I use **milk_shake**[®] products if I have a food allergy to milk and its derivatives?

Almost all of **milk_shake**[®] products contain milk proteins. A food sensitivity to a particular substance does not necessarily imply that there will be a skin allergy to the same substance, however, this cannot be excluded entirely. A deeper analysis can be done by a qualified doctor, therefore, in the case of doubt, we suggest you read the ingredients list on the product carefully and ask for clarification and further information from your doctor.

Do **z.one concept**[™] products contain peanuts and/or other nuts?

Ingested peanuts are often responsible for allergic reactions, which can be severe. The main nuts involved in food allergies are almonds, hazelnuts, walnuts, cashew, pecan, Brazil, pistachio and macadamia nuts. There are documented cases of cross-reactivity between different types of nuts and legumes. Considering this, determining whether ingredients derived from these substances are present or not requires extreme prudence and caution. Even if ingredients obtained from peanuts or nuts (e.g. almond oil) are present in some of our formulas, these are not added to most of our formulas. In the latter, we cannot certify the complete absence of these substances. In the production of our cosmetics, a large number of raw materials from various suppliers are used. Even the machinery, locations and production processes are varied. This complexity makes it impossible to guarantee that our products are 100% free of traces of these substances that could give an allergic reaction to those individuals who are sensitive to peanuts, nuts and legumes.

Can hair colourants irritate or provoke allergies?

In people with a predisposition, yes, as can any other substance. For this reason, those people who know they are sensitive to certain ingredients can and must carefully read the labels before using a product or tell their hairdresser they have a particular sensitivity before a technical service. We advise to always proceed with a patch test – how to do this is written in detail on the packaging/leaflet of the **z.one concept**[™] hair colour being used. It's important to avoid contact with colourants if, following the patch test, reactions such as blotches or itchiness occur. It's important to avoid contact with colourants if the client has a sensitive, irritated or damaged scalp, or if the person has had reactions in the past due to hair colourants. All **z.one concept**[™] colours have warnings and instructions for their use which, if followed scrupulously, minimize or avoid the risks of irritation or allergic reactions.

Do **z.one concept**[™] colouring products contain PPD?

p-Phenylenediamine (PPD) is a hair colourant used in hair colour that requires oxidising. It is a contact allergen that can provoke a reaction of delayed hypersensitivity following exposure to it. Its presence in **z.one concept**[™] products is indicated on the packaging in the list of ingredients and with the warning "contains phenylenediamines".

Do **z.one** concept™ products contain heavy metals?

Heavy metals are forbidden in all cosmetic products. However, the concept of claiming “metal free” is unsustainable, because these substances are ubiquitous and their traces can be found in any product (cosmetics, food or other), as well as in the environment and in nature. There are very severe laws that only allow for the presence of heavy metals in cosmetics in very small doses, which correspond to “technically inevitable impurities”, which do not compromise the safety of the product, nor the health of consumers. **z.one** concept™ products respect these norms, and, as mentioned, do not carry the claim “metal free”: neither **z.one** concept™ nor other cosmetic companies are in the position to categorically exclude the presence of these substances. For any problems with sensitivity to these substances or for any clarification, we suggest you contact a qualified doctor.

Do **z.one** concept™ products contain nickel?

Nickel is a heavy metal present in many objects and foods that are commonly used and can be traced in cosmetics in technically inevitable quantities. Neither **z.one** concept™ nor other cosmetic companies are in the position to give an absolute certainty of the complete absence of this substance within the products.