



Product Claims and Safety Protocol

We prohibit our consultants from marketing our products as drugs with drug claims. These include any literature (not provided by the company) that can refer to our products as curing, preventing or healing any medical condition. We highly recommend all our consultants to submit any marketing materials to our regulatory department at the home office, before publishing or distributing.

As noted in the STATEMENT OF POLICIES and PROCEDURES section 3.5.2, “Product Claims Consultants may discuss his or her personal experiences with the products so long as he or she only discuss his or her results relating to the intended use of the product. The “intended use” of a product is described on the Company’s official promotional material. No claims (which include personal testimonials) as to therapeutic, curative or disease prevention properties of any products offered by PHE may be made except those contained in official PHE literature. In particular, no Consultant may make any claim that PHE products are useful in the cure, treatment, diagnosis, mitigation or prevention of any diseases.”

While many find relief using our products, they are not to be used as a replacement for seeking medical care. It is imperative that consultants be diligent as they share stories that they do not make a health claim about a Pure Haven product.

If pregnant or nursing, have a medical condition, or are taking prescription medication, Pure Haven recommends that you seek the advice of a trained health care advisor.

In order to use our products safely and properly, please refer to the product instructions.

For essential oils in particular, refer to the Essential Oils product safety guide included with the oils and the FAQ, both available in your back office.

Please be sure to pay attention to cautions for each oil and application method. It is important to dilute the oils properly with our carrier oil provided, consider your individual sensitivities and/or reactions, and watch closely for adverse effects. Always do a small patch test first.

Please note that we err on the side of caution and we recommend that you do not take essential oils internally. For safety reasons, we recommend "external use only. We recommend never applying undiluted (“neat” – directly on the skin) unless under direct care of a certified aromatherapy consultant. Also, avoid contact of oils with sensitive areas. We do not want the oils to ENTER the body by way of the eyes, ears, nose, mouth, genitals, etc

If you use an essential oil that seems to irritate or burn your skin, you should add more carrier oil to the affected spot. This dilutes the oil. Do not use water as Oil and water do not mix. Once you have emulsified the oil this way, you can wash it away with soap and water; but always dilute it with a carrier oil first.

When diffusing, you should generally never diffuse any essential oil more than one hour, but some more potent oils or blends should only be diffused for 20 minutes. Essential oils should never be directly burned as the chemical structure is dramatically changed with incineration

Regarding children, be sure to use only use baby- and child-safe oils in your diffuser if children are around. We also recommend that you never use an undiluted essential oil on a baby or child. Note that eucalyptus is not recommended for children under 10 years of age; Peppermint and Rosemary are not recommended for children under 6 years of age; Oregano is not recommended for children under 2 years of age

If oil needs to be removed from skin, please be sure to use Pure Haven personal care and cleaning products, as contact with chemical-based products may also trigger a reaction.

If essential oils do come in contact with the eyes, quickly flush the eye with milk or cream until it stops burning. This should happen almost immediately. At that point, flush the eyes with fresh water to remove the milk.

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