



Clear Up Skin Care Collection FAQ

Does the clear up skin care collection replace the original refresh skin care products without pre+probiotics?

No. This is a completely new collection of skin care products made for a specific purpose.

Our refresh skin care with pre+probiotics is the default skin care system that most people should use (please click [here](#) for detailed information about our refresh skin care line). If you have problematic skin issues, consider using the clear up skin care collection instead of refresh. The components in each line are designed to work together for their intended and specific purpose.

Why would someone use the clear up skin care collection instead of the refresh skin care with pre+probiotics?

This collection of skin care products is for anyone with problem skin who is looking to clear up their complexion.

What products does the clear up skin care collection consist of?

- **Step 1 is cleanser.**
 - It has a creamy, silky texture with excellent lather.
 - It's made with a mild cleanser that's 100% naturally derived from coconut, plus sunflower seed oil and aspen and willow bark extracts.
 - Use cleanser in the morning and evening.
- **Step 2 is toner.**
 - Its refreshing, soothing formulation includes organic witch hazel, chia seed, and coconut acid.
 - Use toner in the morning and evening.
- **Step 3 is serum.**
 - It contains salicylic acid, coconut, and chia.
 - This product can be used all over or as a spot treatment twice daily.

What are the active ingredients in these products?

The active ingredients in our clear up skin care collection are:

- **salicylic acid**, an organic acid obtained from the bark of a willow tree, well known for the treatment of problem skin that tends to get irritated and inflamed.
- **lady's mantle extract**, also with natural salicylic acid, lending anti-inflammatory and astringent properties that help with inflamed and irritated skin and to minimize the appearance of pores.
- **aspen and willow bark extracts** with natural salicylates to help exfoliate skin, resulting in a smooth, clear complexion with reduced inflammation and redness.

Do the products in this collection have a strong scent?

The clear up collection has a mild, natural cucumber and green tea scent.

Who should use the clear up skin care collection and when?

This is a non toxic 3-step skin care solution for people of all ages who are experiencing skin blemishes and want to achieve clear skin. It is designed to be most effective when used as a system twice a day, in the morning and before bed.

Is this primarily a collection for teens?

No. This is a non toxic 3-step skin care solution for anyone, including teens, who wants to achieve clear skin. It was designed to be as simple as possible so that those who are not used to having a skin care routine will be able to experience positive results.

Can my preteen use the collection?

Yes. The clear up skin care collection is perfectly safe for preteen use.

What are the recommended ages for this collection?

This is a non toxic 3-step skin care solution for people of all ages, and is suggested for preteen through adulthood.



Will the clear up skin care products cause my skin to be dry?

These products were formulated to be mild enough for all skin types and will not dry out skin while clearing up problematic issues. The ingredients help to balance the skin's natural sebum production without drying.

How does the clear up skin care collection work with other pure haven skin care products?

Our clear up skin care collection was designed to give you the best results when all three products are used together, so we suggest starting with only clear up products. After monitoring your skin to see how it feels and once you've seen results, you can incorporate other products as needed.

For instance, if you have concerns about wrinkles and dark circles around your eyes, you may want to incorporate refresh eye cream with pre+probiotics. If your skin feels dry, add refresh moisturizer with pre+probiotics into your routine.

I have been using the clear up skin care collection and my skin issues have been solved. Should I stop using clear up?

This gentle skin care system is designed for prolonged use to continue treating problematic skin and maintaining a clear complexion.

If you'd like, you can try switching over to our refresh skin care collection for the additional benefits it provides (moisturizing, anti-aging, wrinkle reduction, etc.). Should problem areas resurface, you can always go back to using the clear up collection and add products such as hyaluronic acid or eye cream into your routine to receive additional targeted benefits.

What is the best way to transition off of this product?

There is no need to transition slowly off these products if you choose to stop using them. You can stop and start or continue a different skin care regime (for example, our refresh skin care with pre+probiotics collection) at any time.

Can I use clear up skin care products with other pure haven skin care products, like night serum or beauty booster?

Yes. However, we suggest starting with only clear up products, then adding one additional product at a time so that you can monitor how your skin feels.



Can I use clear up skin care products if I have sensitive skin?

Absolutely. Our skin care products are formulated with safe, non toxic ingredients that work well with all skin types, even the most sensitive skin. However, everyone's skin is different so we suggest monitoring your complexion closely, as it may take time for your skin to adjust to a new routine.

Can I use clear up skin care products if I'm using an acne treatment prescribed by my doctor?

We recommend consulting your doctor if you are currently using prescription acne treatments to help avoid any potential adverse effects caused by the combination of clear up ingredients with your medication.

Can I go in the sun after using the clear up skin care products, particularly the serum?

Daily sun protection is a key step to protect your skin regardless of the products you use. Sunscreen should be the last step of your skin care routine, prior to make up, if you wear any.

Clear up serum contains salicylic acid, which has natural exfoliating effects, leaving the skin, in some cases, more vulnerable to UV rays. We recommend using sunscreen daily with or without the use of clear up serum, as well as wearing a hat, protective clothing, and sunglasses to minimize the harmful effects of UV rays on your skin.

Is this collection for use on your face only?

The products in the clear up skin care collection may be used on any area of skin with blemishes, redness, inflammation, or oiliness, such as face, back, shoulders, and chest. These products are for external use only.

Will the serum stain a shirt if applied to my back or other areas?

We recommend testing a small area of fabric if you have concerns. Salicylic acid is not a bleaching agent by itself and is safe to use on skin. Our formulation does not include benzoyl peroxide, which is known to stain fabrics.

How long will these products last?

Each of the clear up skin care products should last approximately 1-2 months depending on frequency of use of each product.



How long will it take to see results?

Results will depend on your skin type and how the formulations work for you. You should start to see some results within the first week or two, such as less and/or smaller blemishes, reduced inflammation of blemishes, and less oily skin.

For best results, follow the 3-step routine twice daily for 30 days. This is how long it takes for new skin cells to form and show the benefits of the formulations you are using. Some results, such as overall clearer skin, may take several months depending on the condition of your skin when you start using the clear up collection.

Why are these products in plastic packaging instead of glass like most of the refresh skin care with pre+probiotics products?

We chose safe, environmentally friendly PET packaging for these products to avoid potential breakage if dropped by pre-teen and teen users with smaller hands.

How does the clear up collection compare to other popular blemish-control products?

Our 100% non toxic formulations include gentle and effective ingredients like salicylic acid, lady's mantle extract, and aspen and willow bark extracts to help exfoliate skin, resulting in a smooth, clear complexion with reduced inflammation and redness.

While many other products in this category tend to cause skin to dry out, the ingredients in clear up skin care products help to balance the skin's natural sebum production without drying.

Our clear up products have been dermatologically tested to ensure they can be used even on sensitive skin.