



ageLOC Tru Face Peptide Retinol Complex

FREQUENTLY ASKED QUESTIONS

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Frequently Asked Questions

Table of Contents

General	3
What is ageLOC Tru Face Peptide Retinol Complex ?	3
What makes ageLOC Tru Face Peptide Retinol Complex so unique?	3
Ingredients	4
What is the Advanced Peptide Technology in ageLOC Tru Face Peptide Retinol Complex?	4
What does the Jojoba + 4TB Blend do for my skin?	4
What's important about the types of retinoids used in ageLOC Tru Face Peptide Retinol Complex?	4
Is the formula of ageLOC Tru Face Peptide Retinol Complex compliant with the new European legislation about the concentration of substances derived from vitamin A in cosmetics products? Are the two forms of retinoids in the formula affected by this legislation?	5
What are the concentrations of Retinol and Retinyl Acid Ester in the product? What is the total concentration of Retinoids in the formula?	5
What is the difference between Bakuchiol and Retinol? Which one is better?	6
General usage and routines	7
When should I use ageLOC Tru Face Peptide Retinol Complex?	7
Is there a maximum recommended period that I should use the serum for?	7
Can I use ageLOC Tru Face Peptide Retinol Complex somewhere else than on my face & neck?	8
Is ageLOC Tru Face Peptide Retinol Complex non-comedogenic?	8
Can I use the product if I am pregnant or breastfeeding?	8
Can people with sensitive skin use ageLOC Tru Face Peptide Retinol Complex?	8
Can I use ageLOC Tru Face Peptide Retinol Complex during the summer?	8
At what age do you recommend using ageLOC Tru Face Peptide Retinol Complex? ...	9
Can I use ageLOC Tru Face Peptide Retinol Complex together with other Nu Skin Products?	9

Can integrate ageLOC Tru Face Peptide Retinol Complex into my evening routine if I have been using other serums containing other potent ingredients?.....	10
What if my skin gets a bit sensitive while using Peptide Retinol Complex?	11
Can I use ageLOC Tru Face Peptide Retinol Complex with Nu Skin devices like the ageLOC Galvanic Spa or the ageLOC Boost?	11
Sustainability.....	12
How does ageLOC Tru Face Peptide Retinol Complex support Nu Skin’s commitment to become more sustainable?	12

General

What is ageLOC Tru Face Peptide Retinol Complex ?

Peptide Retinol Complex is an anti-ageing serum, backed up by science and powered by powerful ingredients. Formulated with our ageLOC technology and a potent duo of an AI-identified Peptide and a Retinol Complex containing two types of retinoids, this powerful multitasker delivers results in just 7 days¹ in an oh-so-gentle formula. It works with your skin's natural renewal processes to help decrease the appearance of the visible signs of skin ageing. We're talking visibly reduced appearance of fine lines, wrinkles and hyperpigmentation, as well as noticeably improved skin tone and texture, and reduced pores appearance.

It's powerful potency, gentle on your skin.

¹ Results obtained from an in-house professional assessment based on 8-weeks in vivo study performed on 31 healthy female and male subjects aged between 35 and 70 years old. The following measurements were done at baseline, post-application, week 1, 2, 4 and 8: skin elasticity and firmness were assessed through CyberDerm Dermalab measurement, skin barrier function was assessed through Tewameter measurement. Participants also performed self-assessment.

What makes ageLOC Tru Face Peptide Retinol Complex so unique?

Retinol (or retinoids) and derivatives are powerful ingredients renowned for their benefits in promoting youthful-looking skin, but some retinol types might cause redness and skin sensitivity. Keeping that in mind, our Peptide Retinol Complex is formulated to be gentle on your skin. It provides all the benefits that you'd want from a retinol product while keeping your skin at ease.

It is also formulated with the first AI-discovered, nature-identical peptide that's clinically proven to target visible signs of skin ageing and enhance the skin benefits of retinol.

Also, Peptide Retinol Complex contains two types of retinoids—a slow-release retinol and retinoic acid ester—to help deliver optimal skin benefits.

And finally, it contains our proprietary ageLOC Blend, which targets the sources of visible signs of skin ageing to help maintain a youthful, vibrant appearance.

Ingredients

What is the Advanced Peptide Technology in ageLOC Tru Face Peptide Retinol Complex?

As humans, we are inherently limited in the amount of time we can spend researching ingredients. But using AI, we can identify the ideal ingredients to help optimise the benefits of our products quickly—and more effectively. Our Advanced Peptide Technology was the first clinically tested, nature-identical anti-ageing peptide to be discovered using AI. This peptide works synergistically with retinol to enhance its effectiveness. It's also fast-acting and targets the key visible signs of skin ageing, including visibly reducing pores size and hyperpigmentation, as well as improving skin tone and texture, and reducing the appearance of fine lines and wrinkles.

What does the Jojoba + 4TB Blend do for my skin?

The Jojoba Esters and 4TB (4-T-Butylcyclohexanol - a soothing molecule) help to soothe and hydrate skin so that you can enjoy great retinol benefits while maintaining skin comfort!

What's important about the types of retinoids used in ageLOC Tru Face Peptide Retinol Complex?

There are four main types of retinoids: retinoic acid, retinaldehyde (sometimes referred to as retinal), retinol, and retinyl esters. They vary in potency, strength and sensitising properties, with retinoic acid being the most potent and retinyl esters the least. Retinoic Acid is the most potent because it is the most active form of vitamin A, allowed to be used only in medicinal products.

Our Peptide Retinol Complex is formulated with retinoic acid ester, a next-generation version of retinoic acid, and it also contains slow-release retinol for optimal benefits, while being gentle for the skin.

Is the formula of ageLOC Tru Face Peptide Retinol Complex compliant with the new European legislation about the concentration of substances derived from vitamin A in cosmetics products?

Are the two forms of retinoids in the formula affected by this legislation?

Nu Skin is closely following the updates in the regulations applying to the products placed on the E&A market, on the EU & national levels. It is Nu Skin's responsibility to ensure the safety of its products under normal and reasonably foreseeable use for all users.

Therefore, we can confirm that the ageLOC Tru Face Peptide Retinol Complex is compliant with the applicable regulations, including the new maximum authorised concentration in retinol, retinyl acetate, and retinyl palmitate in cosmetic products. If an amendment of a regulation would trigger a non-compliance of the formula, we would proceed to a reformulation.

In our formula there are Retinol and Retinoic acid ester, namely the Hydroxypinacolone retinoate.

The latter is not directly affected by the new legislation since it is considered a different category compared to Retinol, Retinyl acetate, and Retinyl palmitate.

Nevertheless, note that the formula contains clinically effective doses of both retinoids used (Retinol and Retinoic Acid Ester) as well as the ingredients that support them, such as the AI-identified Peptide (Oligopeptide).

What are the concentrations of Retinol and Retinyl Acid Ester in the product?

What is the total concentration of Retinoids in the formula?

When people ask about the percentage of retinol in a product, they're often looking to compare it to others on the market. However, in our case, this type of comparison isn't quite accurate, and here's why:

1. Slow-release Retinol: We use a slow-release form of retinol, which means it's gradually released over time.
2. Retinol Complex: Our formula includes a Retinol Complex that combines slow-release retinol with a retinoic acid ester. Each ingredient has distinct strengths that work together.

3. Duo of Retinoids: Since we use two different types of retinoids, it's difficult to directly compare our product to others that may contain just one form of retinol.

4. Synergistic Action: We've also included an Oligopeptide that works synergistically with retinol, enhancing its effectiveness.

The term synergistically is key here—it means that the combined action of these ingredients is greater than the sum of their individual effects. To put it simply, when two or more ingredients work together, they create a more powerful outcome than each would on their own.

Taking all this into account, we can also add that in our product, we use clinically effective doses of both retinoids (Retinol and Retinoic Acid Ester) as well as the AI-identified Peptide (Oligopeptide).

What is the difference between Bakuchiol and Retinol? Which one is better?

Retinol is part of the retinoids family.

Retinol, retinoids and derivatives are powerful ingredients renowned for their benefits in promoting youthful-looking skin, but some retinol types might cause redness and skin sensitivity.

There are four main types of retinoids: retinoic acid, retinaldehyde (sometimes referred to as retinal), retinol, and retinyl esters. They vary in potency, strength and sensitising properties, with retinoic acid being the most potent and retinyl esters the least. Retinoic Acid is the most potent because it is the most active form of vitamin A, allowed to be used only in medicinal products.

Keeping all this in mind, our Peptide Retinol Complex was formulated with two types of retinoids—a slow-release retinol and retinoic acid ester—to help deliver optimal skin benefits while being gentler on the skin. It provides all the benefits that you would want from a retinol product while keeping your skin at ease.

One important point is that all retinoids can cause skin photosensitivity. Therefore, we recommend using Peptide Retinol Complex in your evening routine and protecting your skin with a sunscreen product every morning when using any retinoids-based product.

Bakuchiol, on the other hand, is a plant-based ingredient that offers many of the same great benefits of traditional retinol, such as visibly even skin tone and decreased appearance of fine lines and wrinkles.

Bakuchiol is considered to be gentler than retinol and can be used day and night since it doesn't make your skin more photosensitive.

That being said, even if Bakuchiol is a great alternative for those who are sensitive to retinol or retinoids, unexpected skin responses can still happen, so it's always better to do a patch test prior usage.

Overall, you might prefer to use our Nutricentials Bakuchiol Pump if you have sensitive skin that strongly reacted to retinol or to our Peptide Retinol Complex, or if you are looking for a serum to be used in the morning.

Better yet, if your skin is familiar with both retinol and bakuchiol, you could use our Nutricentials Bakuchiol Pump in the morning and our Peptide Retinol Complex in the evening.

General usage and routines

When should I use ageLOC Tru Face Peptide Retinol Complex?

You should use ageLOC Tru Face Peptide Retinol Complex once per day, in your night skincare routine. Because you may experience increased sun sensitivity—especially during the first few weeks of use—we recommend limiting your sun exposure. Also, make sure to wear sunscreen daily, especially when using any retinol product.

Is there a maximum recommended period that I should use the serum for?

No, you can use it all year long, without interruption as long as you make sure to wear sunscreen in the morning to protect your skin from photosensitivity.

Can I use ageLOC Tru Face Peptide Retinol Complex somewhere else than on my face & neck?

Yes! Since the back of your hands and your décolleté are also exposed to the sun and other environmental stressors, they often show ageing signs similar to the ones on the face and neck. For extended benefits, use ageLOC Tru Face Peptide Retinol Complex also on the back of your hands and décolleté.

Is ageLOC Tru Face Peptide Retinol Complex non-comedogenic?

Yes, the product is non-comedogenic, meaning that it doesn't clog pores.

Can I use the product if I am pregnant or breastfeeding?

If you are pregnant or breastfeeding, we recommend you consult your doctor prior to using any product containing retinol.

Can people with sensitive skin use ageLOC Tru Face Peptide Retinol Complex?

ageLOC Tru Face Peptide Retinol Complex was specially formulated to be gentle and soothing to skin and is suitable for all skin types. However, individuals can be sensitive to any new skincare product. Before using the product, please perform a patch test on a small area of skin and/or check with your dermatologist if you have sensitive skin. If you believe you have sensitive skin, we can recommend you introduce ageLOC Tru Face Peptide retinol Complex step by step in your routine (use it every 3 days for a while, then every two days and build your way up).

Can I use ageLOC Tru Face Peptide Retinol Complex during the summer?

Yes, you can absolutely use the product during the summer. Just be sure to protect your skin from the sun by applying sunscreen with an SPF of at least 30. For optimal protection, choose a higher SPF and make sure to reapply sunscreen regularly to maintain protection, especially after perspiring, swimming or towelling.

At what age do you recommend using ageLOC Tru Face Peptide Retinol Complex?

This product is generally suitable for adults aged 18 and older. While this product is specifically developed for people in their 30s-40s and above who are looking to age gracefully, it is also great for younger adults who are looking for high-performance ingredients. Ultimately, it's a product that benefits everyone's skin, regardless of age!

Can I use ageLOC Tru Face Peptide Retinol Complex together with other Nu Skin Products?

Of course! ageLOC Tru Face Peptide Retinol Complex is a serum, so it is only a part of your skincare routine (normally composed of cleansing, toning, serum, moisturising and sun protection in the morning).

Moreover, should you wish to layer different serums, that is also possible. (see next question)

More interestingly, we conducted a 12-weeks in vivo clinical study¹ on the performance of ageLOC Tru Face Peptide Retinol Complex (used once daily) combined with the use of ageLOC Tru Face Essence Ultra (twice daily) and we saw great results.

After only two weeks, the expert grader noted the following:

- 70% of subjects showed reduction in fine lines/wrinkles
- 60% of subjects showed reduction in appearance of pores
- 50% of subjects showed improvement in radiance/luminosity

After 12 weeks, when ageLOC Tru Face Peptide Retinol Complex was used in conjunction of TFEU, the expert graded, on average, the following improvements on several skin ageing signs:

Overall appearance: + 35,7 %

Lifted looking skin: + 29,3%

Skin contour appearance: + 29,3%

Pore size appearance: 42,9%

Fine lines and wrinkles appearance: 46,8%

¹Clinical study: Results obtained from a third-party professional assessment based on a 12-weeks in vivo study performed on 10 healthy female and male subjects aged between 30 and 65 years old. Subjects were instructed to use the ageLOC Tru Face Peptide Retinol Complex once a day together with the ageLOC Tru Face Essence Ultra twice a day. All the skin benefits were assessed based on a visual grading performed by experts accompanied by images taking with High Resolution Matched Scientific Photography™ at baseline, week 2, 4, 8 and 12.

Can integrate ageLOC Tru Face Peptide Retinol Complex into my evening routine if I have been using other serums containing other potent ingredients?

Yes, you can integrate the ageLOC Tru Face Peptide Retinol Complex with other serums, but it's important to introduce products carefully, especially when using retinoids. Certain ingredients that promote skin renewal or exfoliation can increase skin sensitivity when layered with retinoids. This is only because retinol, or retinoids, also promote skin renewal. It is therefore important to avoid over-exfoliating your skin.

Ingredients to be cautious about include:

- AHAs (Alpha Hydroxy Acids), BHAs (Beta Hydroxy Acids), and PHAs (Polyhydroxy Acids), which promote skin cell turnover. These can be found in products like the Nutricentials Here You Glow Toner, the ageLOC LumiSpa Activating Cleanser Blemish Prone Skin, the AHA Facial Peel & Neutralizer or the ageLOC LumiSpa Blemish Serum.
- Exfoliating products such as the Nutricentials Brighter Day Exfoliant Scrub or 180° Facial Peel and Neutralizer also promote exfoliation and may increase skin sensitivity when combined with retinoids.
- Vitamin C, which is found in products like 180° Face Wash or the Nutricentials Vitamin C + Collagen Pumps, can also increase skin sensitivity when used with retinoids.
- Products like ageLOC Boost Activating Serum or ageLOC Future Serum, which promote skin renewal, could also be potent when combined with retinoids, so caution is advised.
- Bakuchiol, a plant-based retinol alternative, is often recommended for sensitive skin due to its milder nature. However, it works with the same

mechanism as retinol thus it's important to monitor your skin while using together.

Although these ingredients can be used together, we recommend introducing the ageLOC Tru Face Peptide Retinol Complex gradually in the case your already-in-place routine contains the potent ingredients listed above.

We advise you to use Peptide Retinol Complex alone every other evening for the first couple of weeks, before using it daily and in combination with other serums in your night routine.

This gives your skin time to adapt to the retinoids ingredients while being already challenged by other potent ingredients.

In conclusion, be kind to your skin and remember to always use sun protection during the day, as retinoids, AHAs, and BHAs can increase your skin's sensitivity to the sun.

What if my skin gets a bit sensitive while using Peptide Retinol Complex?

Because Peptide Retinol Complex contains retinoid ingredients, it's perfectly normal to get some minor discomfort or skin sensitivity, especially during and after the first 2-3 weeks of use. In those cases, we recommend upgrading your moisturiser for some more nourishing formulations such as Nutricentials Moisturize Me or ageLOC Transforming Night.

Can I use ageLOC Tru Face Peptide Retinol Complex with Nu Skin devices like the ageLOC Galvanic Spa or the ageLOC Boost?

No, it is not recommended to use ageLOC Tru Face Peptide Retinol Complex in combination with devices like the ageLOC Galvanic Spa or the ageLOC Boost. These pairings have not been tested together, and we cannot guarantee their safety or effectiveness when used simultaneously.

We advise a cautious approach when integrating potent new products such as ageLOC Tru Face Peptide Retinol Complex into your routine. To allow your skin to adapt to the efficacy of the formula, we recommend that, during the first 3 or 4 weeks of use of this product, you spread the application of Peptide Retinol

Complex and the usage of microcurrent systems (ageLOC Boost and ageLOC Galvanic Spa systems) over the day.

This means that, as ageLOC Tru Face Peptide Retinol Complex should be used in the evening, we recommend that you use ageLOC Boost system or ageLOC Galvanic Spa system in the morning.

Also remember that we don't recommend using ageLOC Boost system and ageLOC Galvanic Spa system one after the other, on the same morning.

By giving your skin time to adapt and carefully spacing out device systems use, you can enjoy the benefits of both the serum and the device system while limiting irritation or sensitivity.

Sustainability

How does ageLOC Tru Face Peptide Retinol Complex support Nu Skin's commitment to become more sustainable?

As responsible stewards of our planet, we have proudly designed the ageLOC Tru Face Peptide Retinol Complex packaging with sustainability in mind.

Concretely, the packaging includes a cap and a pump dispenser for user convenience, along with an outer case that contains a replaceable cartridge holding the product formula. For future purchases, customers can buy only the cartridge (or "refill").*

This approach allows 53% reduction in annual packaging waste** and 72% reduction of packaging per refill compared to typical single-use glass packaging!***

Moreover, the cartridge is made with 100% recycled material (excluding lid) and is composed of only one type of material (PP). Please check your local capabilities to ensure recyclability capabilities.

This initiative is one of many and aligns with Nu Skin's 2030 Sustainability Goals, which aim for all product packaging to be recyclable, recycled, renewed, reused, or reduced. In essence, the final packaging represents a commitment to sustainability while enhancing consumer convenience.

Please check your local capabilities and recycle all bottles, cartons, and jars where possible. By purchasing ageLOC Tru Face Peptide Retinol Complex, you're joining us in taking an active, engaged stride to ensure the future is bright for both the planet and each of us.

* Note that the packaging including the pump dispenser might require replacement every 3 to 6 months to ensure proper dispensing and microbiology safety.

** Percentage obtained by comparing the weight of classic ageLOC packaging (glass bottle, pump and lid) to the current packaging (refill cartridge, outer case, pump and lid); considering that consumers will buy per year: 12 units of the classic ageLOC packaging, compared to 4 complete systems and 8 refill units.

*** Percentage obtained by comparing the weight of classic ageLOC packaging (glass bottle, pump and lid) to the current refill cartridge of the ageLOC Tru Face Peptide Retinol Complex.