

## Frequently Asked Questions

### **How long does a jar of Nanofibres last?**

Nanogen Nanofibres last approximately between 30 and 45 days dependent on use. Simply shake (with the lid screwed on) to gauge how much you have left. Do not leave yourself short.

### **Will the fibres become dislodged?**

Applied correctly, Nanofibres can be used with confidence. We recommend applying a layer of fibres, followed by a few short bursts of Locking Mist to hold them in place. This should then be repeated for extra volume.

### **Are Nanofibres safe to use with hair re-growth formulas such as Minoxidil?**

Yes. These special fibres are completely non-toxic and do not interfere with any other Nanogen products, or other topical formulations that you may be using. Nanofibres are simply cosmetic preparation.

### **Can Nanofibres stain clothes or bed linen for example?**

No. Our fibres are 100% colourfast so no dye is transferred to clothes, bed linen or your scalp. If the fibres drop onto a surface, simply dust them away with a dry hand.

### **My hair is greying slightly - Are Nanofibres suitable?**

Yes. You should sprinkle the main colour first (e.g. black, brown, blonde etc) followed by a sprinkling from a grey (or white) container. The fibres are completely dry and will intermingle perfectly. This method can be used with any colour combination (e.g. highlights).

### **How do I choose a colour?**

Use the colour chart provided to find the closest suitable match for your hair colour, remembering that you can easily mix colours for different combinations (e.g. slightly greying hair or highlights)

### **What do I do if the colour I have chosen is the wrong match for my hair?**

We understand that when you first order Nanofibres, it can be difficult choosing a colour that suits you. If this happens, simply send the jar of Nanofibres back to us and we will swap it for an alternative colour for no extra cost.

### **How is Nanogen packaged and delivered?**

Nanogen uses discreet packaging and is mailed out in non-marked boxes, so no-one will ever know you're using Nanogen!

### **Does it look natural?**

Nanogen looks completely natural, in fact, we offer a 30-day money back guarantee, if you're not completely satisfied with the way that Nanofibres look.



### **Can I comb my hair after applying Nanofibres?**

Yes but using a wide toothed comb. It is more for shaping than fine grooming. Most people just use their hand and fingers to pat their style into place.

### **Can I use hair products, like gel, with Nanofibres?**

For best results apply Nanofibres to dry hair. If a styling product is necessary, style hair first then apply the fibres. Wet look gels/waxes may cause the fibres to clump and prevent them from attaching to the hair as designed.

### **How long after application will Nanofibres last?**

They will remain in the hair until the next shampoo wash.

### **Can I use a hairdryer after applying Nanofibres?**

If Nanogen Locking Mist has been applied, strong wind or a hairdryer would not dislodge the fibres – however, since Nanofibres should always be applied to dry hair, we do not recommend blow-drying.