



Frequently Asked Questions

How do your lash serums work?

Lash serums, containing Bimatoprost will not provide same instant gratification eyelash extensions. In other words, lash serums should not be considered a quick fix for short or sparse lashes. Our lash serums must be used daily for at least 12-16 weeks in order for your lashes to reach their full potential. After 16 weeks, you can reduce your daily dosage to a 3x/week maintenance dose. The maintenance does will keep your lashes look fabulous.

What are the ingredients of your lash serum?

The active ingredient is Bimatoprost 0.03%.

The inactive ingredients are benzalkonium chloride, sodium chloride, sodium phosphate, dibasic, citric acid, and purified water. Sodium hydroxide and/or hydrochloric acid may be added to adjust pH levels.

What is Bimatoprost 0.03%?

In lash serums, Bimatoprost 0.03% is used to enhance the natural growth process of your eyelashes causing them to grow longer, thicker, and/or darker.

Are your lash serums the same as Latisse?

Our lash serums contain the same active ingredient, at the same strength as name brand Latisse. However, our serums have a different manufacturer, lower price, but still provide the same amazing results.

How fast will my eyelashes grow?

One common misconception is that our lash serums speed up the growth of your eyelashes.

This is not true. The active ingredient, Bimatoprost 0.03% enhances the natural growth process of your eyelashes which means your lashes don't grow faster but they will grow longer, thicker, and/or darker.

Our lash serums are not medication. Individual results may vary

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When will I start to see results?

You should start to see a significant improvement at about 4 weeks, a major improvement at about 8 weeks, and you will be in lash heaven after 16 weeks.

Can I use it on my lower lashes?

No, our lash serums are not meant for use on your lower lashes. Use on your lower lash can cause irritation.

How do I apply the lash serum?

Click [here](#) for instructions on applying lash serum to eyelashes and eyebrows.

Can I use the lash serum on my brows?

Yes, our serums also work on your brow. Please see instructions for use on your eyebrows.

Is it safe for seasonal allergy sufferers?

Our lash serums are perfect for seasonal allergy sufferers. Although, lash serums are meant to be used every day, it's okay if you have to stop your dosage for a day or two because you are experiencing a seasonal allergy attack. As soon as you begin to feel better, continue your lash journey by resume your daily dosage.

What if I miss a dosage?

If you miss your daily dosage of lash serum, apply as soon as you remember. Do not double your next dosage or use it 2x in one day. Just resume the daily dosage as quickly as possible.

Will my lashes grow faster if I use it more than once a day?

No, lash serums are meant to enhance the natural growth process of your eyelashes. Using the serum more will not speed up the growth of your lashes. You will only waste the product.

What happens if I discontinue use of the lash serum?

After 16 weeks of daily use, a maintenance dose of lash serum should be applied at least 3x/week. If you discontinue use of the lash serum, your eyelashes will revert back to their original state over time.

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Can I use your lash serums as eye drops for lash growth?

Lash serum should not be used as eye drops. Using the serum as eye drops will do nothing to enhance lash or brow growth.

What is the best way to thoroughly clean my face and eyes?

One of the best things about lash serums is that you can wash your face completely, including your eyes and lashes. Continue use of your regular facial cleanser to thoroughly cleanse your face, brows, and lashes prior to applying the serum. A clean face and eyes ensures there is no dirt or contamination transferred to your application brush.

NO MORE washing around your eyelids to avoid ruining your lash extensions.

Can I use regular or waterproof mascara?

Yes, you can use mascara during your lash journey. However, waterproof mascara can be a bit harsh and difficult to remove. This may cause you to pull out some of your own lashes during makeup removal. If for some reason you must use waterproof mascara, be very careful during the makeup removal process as to keep your new lashes intact.

Can I wear false lashes until my own lashes grow out?

It's best not to wear false lashes during your lash journey. However, we know that is not always possible when we want to look our best. Wearing false lashes is possible as long as you choose your adhesive wisely and are very careful about how the lashes are removed. Easy to remove strip lashes are your best option.

Why are my lashes growing so wild?

As your lashes grow out, you may notice that they appear to be a little wild and unruly. Don't worry this is normal. After washing your face, use a lash brush to tame your wet lashes and put them back in check. A lash curler and a light coating of mascara can also help.

Can I use your lash while pregnant?

Our serums should not be used by pregnant or breastfeeding women.

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I'm a wild sleeper. How can I protect my lashes at night?

Wild sleepers can check out our 3D sleep masks to keep your long lashes in check overnight.

What if the lash serum enters my eye?

Don't worry.... our lash serums are an ophthalmic product and will not cause harm to your eyes.

Can I wear contact lenses?

Yes! You can wear both prescription and non-prescription contact lenses. However, contact lenses should be removed prior to administering the required dosage of lash serum and they should not be re-inserted for at least 15 minutes after.

Are there any side effects?

There are very few side effects of using our lash serums. During the first week of application, you may notice minor itching or redness around the eye. However, these symptoms usually go away after few days of the regular dosage application.

Some other minor side effects that have been observed at the site of application include darkening of the skin, eye dryness, and irritation, and reddening of the eyelids. These conditions are never severe as long as the proper application instructions are followed.

What are your shipping and return policies?

Please see our shipping policy located in the "shipping: tab of our website. Due to the nature of our business and our products, we do not accept returns.

We've tried to address all of the most commonly asked questions we've received from our new and existing customers. However, if you still have questions please contact us directly.

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