

## Frequently Asked Questions:

- **Does the word Bodhisattva mean anything?**

Yes, it does! The word is Sanskrit and the literal translation is «enlightened» (bodhi) «being» (sattva).

- **What makes Bodhisattva different, when compared to other cosmetics brands?**

Bodhisattva creates and produces certified holistic, entirely vegetal cosmetics and products for personal hygiene. The bases of all products contain pure, natural ingredients and pure essential oils, from organic cultivations.

- **Where are Bodhisattva products produced?**

All products are produced and manufactured in Greece by a certified (by ISO 9001:2000) industry, which functions under the permission of EOF (Greek National Organisation for Medicines) and comply with all manufacturing regulations (GMP: Good Manufacturing Practice) for cosmetics and pharmaceutical products.

- **What are the commitments of Bodhisattva SA when choosing ingredients for the products?**

- √ They have to be 100% vegetal - herbal (label certification), not simply natural.
- √ The pureness & the production method of essential oils, and the use of bio/organic extracts & herbs.
- √ The therapeutic properties of the vegetal ingredients.

- **What are Bodhisattva's criteria when choosing ingredients for the products?**

Bodhisattva chooses the ingredients of the products based on:

- their origins (label certification + materials safety data Sheets (MSDS))
- their therapeutic properties
- the method they are produced

- **What are the certification criteria for Bodhisattva products?**

All Bodhisattva products are certified by the Italian Organisation for the Certification of Biological/Organic and Natural Products (ICEA); they are approved by EOF (the Greek National Organisation for Medicines) and are dermatologically tested by Athens University in Greece and Pavia University in Italy.

- **Are Bodhisattva products biological/organic?**

Yes, all Bodhisattva products are certified by the Italian Organisation for the Certification of Biological/Organic and Natural Products (ICEA).

- **Do you use animal derivatives in Bodhisattva products?**

No, Bodhisattva products are completely free of animal derivatives.

- **Are Bodhisattva products tested on animals?**

No, Bodhisattva products are not tested on animals.

- **Does the fact that they do not contain chemical preservatives affect their duration?**

As long as one uses and keeps the products as suggested on the packaging and on our web site ([www.bodhisattva.gr](http://www.bodhisattva.gr)), all Bodhisattva products are optimally preserved with natural preservatives that guarantee their duration.

- **What is the duration of Bodhisattva products?**

Bodhisattva products have thirty-month duration, when not opened and if stored under the appropriate circumstances (non humid environment, not directly exposed to the sun etc). Once opened, they have to be used within 6 to 9 months.

- **How are Bodhisattva products preserved?**

The preservation of Bodhisattva products is completely natural. Many of the products' ingredients (essential oils, herbs, extracts and other natural oils) have antibacterial and antioxidant properties, and they work as natural preservatives.

- **Do Bodhisattva products contain artificial colours?**

No, Bodhisattva products do not contain artificial colours.

- **Do Bodhisattva products contain mineral oils?**

No, Bodhisattva products do not contain mineral oils.

- **Are the vegetal ingredients of Bodhisattva products equally efficient (in cleaning, moisturising the skin etc) with other common substances?**

The cleaning, moisturising etc. properties of vegetal ingredients that Bodhisattva products contain are equal, sometimes even higher than common ingredients.

- Bodhisattva shampoos contain superior cleaning agents that don't leave residues and are very friendly to the skin and the eyes. The herbal ingredients moisture, strengthen, give body to the hair.
- They make the hair easy to form, help prevent hair loss and protect it from environmental conditions and mechanical damages (dyes, blow drying etc).
- Bodhisattva hair conditioning creams contain agents that have antistatic properties, give extra shine to the hair, and help the hair stay soft and smooth, by preserving the hair's natural moisture, without leaving residues.
- Bodhisattva shower gels contain skin-friendly foaming and cleaning agents that leave a silky, very pleasant sensation to the skin. At the same time, they replenish the skin and don't cause the usual (with common harsh agents that act on the surface of the skin) irritations.
- Bodhisattva body milks contain agents that help maintain the skin's moisture by reducing its passive breathing. They are easy and extremely pleasant to wear, they comfort irritated skin by neutralising free radicals, and they provide the skin with the necessary softening and moisturising protection.

- **Where can I find the list of ingredients of Bodhisattva products?**

The list of ingredients of Bodhisattva products is:

- On the Bodhisattva Sales handbook (for Pharmacists and Agents)
- On the Bodhisattva web site ([www.bodhisattva.gr](http://www.bodhisattva.gr))
- On each product's packaging

- **How long will it take for the products to improve my skin's condition?**

The results depend on the consumer's personal needs and the appropriate use of the products. If one has normal skin, the improvement of its condition is visible within three to four weeks, if the directions on the box and the Bodhisattva web site ([www.bodhisattva.gr](http://www.bodhisattva.gr)) are followed.

- **Are the Bodhisattva products dermatologically tested?**

Yes, all Bodhisattva products are dermatologically tested.

- **Is it safe to use Bodhisattva products on babies?**

Bodhisattva products contain herbs of certified biological/organic cultivation, natural preservatives and pure essential oils of certified biological/organic cultivation in quantities and analogies that do not cause irritations. The use of Bodhisattva products on babies is safe, but always with the consent of the baby's paediatrician.

- **Is it safe to use Bodhisattva products during pregnancy?**

Bodhisattva products contain herbs of certified biological/organic cultivation, natural preservatives and pure essential oils of certified biological/organic cultivation in quantities and analogies that do not cause irritations. The use of Bodhisattva products during pregnancy is safe, but always with the consent of the gynaecologist.

- **What type of packaging do you use?**

The packaging is designed in a way to underline and support the high quality of the product, but also to make the user's life easier. It is also 100% recyclable. We use bottles of recyclable polypropylene and water-resistant labels -for safety reasons- for products that one usually uses in the bathroom (shampoo, hair conditioning cream, shower gel, body milk). For our more «sensitive» products (hydrosol, massage & body oil, face cream & serum) we use glass sealed bottles. The bottle minimises the products' contact with the environment, which causes oxidation, and does not allow microbes, other substances or the user's hand to infect the product. The glass bottles are kept in a paper box, on which one can read all the information concerning the product, the product's use and the appropriate storage.

- **Is the packaging safe for the product?**

Both packaging (the polypropylene and the glass bottles) are totally safe for the products.

- **Is the packaging safe for the consumer?**

Both packaging (the polypropylene and the glass bottles) are totally safe for the consumer.

- **Is the packaging recyclable?**

Yes, the packaging is fully recyclable.

- **What is the difference between natural and vegetal products?**

Natural products contain ingredients of natural origin that have been through minimum process or no process at all. They do not contain artificial, chemically produced ingredients. However, a natural product is not necessarily vegetal. Vegetal products contain vegetal ingredients that have been derived with simple, non chemical procedures. Vegetal-herbal products are also natural.

- **What is the difference between natural/vegetal and biological/organic products?**

A natural product contains ingredients of natural & vegetal origin that have been derived with simple, non chemical procedures. A biological/organic product contains natural or vegetal ingredients that come from certified biological/organic cultivations. In biological/organic cultivations, the use of common pesticides, chemical plant fertilizers and genetically mutated organisms is strictly forbidden. Furthermore, biological/organic products do not contain petrochemicals, are not tested on animals and go through minimal processes in order to keep the high quality of the ingredients.

- **Why do more and more cosmetics tend to base on herbs?**

Modern cosmetology suggests that we go back to pure, vegetal raw materials, back to natural preservatives and say no to ingredients that are known to cause allergies. In addition to the trend, most plants and herbs have unique therapeutic properties, known to us since the ancient years, and nowadays their use as a safe alternative therapy is acknowledged and practiced on several health conditions. This is mainly why more brands tend to create cosmetics based on plants and herbs.

- **What is my organism's benefit by using essential oils?**

The Essential oil contains the true essence of the plant it was derived from. It is made of 200 or more chemical compounds that are responsible for its scent and its therapeutic properties. We use essential oils in several ways: rubs, wraps, massages and inhalation. The chemical composition and aroma of essential oils can provide valuable psychological and physical therapeutic benefits. Through the skin, essential oils get in our organism and go to the organs that may need their therapeutic action, while their aromas affect our emotions as they go to the brain through the sense of smell.

- **Why do essential oils affect our moods and emotions?**

Through the sense of smell, the aromatic substances of essential oils are transferred to the part of the brain where memories and emotions are kept and processed. Some smells connect us with the past and help us recall lost information. The impact of the smell depends on many things: the quantity, the circumstances and the way one has smelt it, the age, the sex, the personality and the mood of the person, as well as their previous memories and their ability to recognise that particular smell.

- **What ingredients are considered natural preservatives?**

Substances that have vegetal - herbal origin and are known for their antibacterial and antioxidant capacities are used as natural preservatives. Such substances are several essential oils and herbs, vitamin C, vitamin E and others.

- **What ingredients are considered artificial preservatives?**

Substances that have been created in the lab and are known for their antibacterial and antioxidant properties are used as artificial preservatives. Parabens are some of the most common artificial preservatives used in cosmetics. The use of Parabens is possible to cause irritation and dermatitis on people prone to allergies.

- **Once I open the product, within how much time should I use it? Is there any indication on the box?**

Once opened, the product must be used within 6 to 9 months. There is always a number inside a small drawing of an opened bottle on the packaging which indicates the life of the product, after you have opened it for the first time (for example, 6M: the product must be used within 6 months after opening).

- **Why should I use biological/organic cosmetics? Are they truly better than the others?**

Biological/organic cosmetics contain vegetal-herbal ingredients that are very friendly, with unique therapeutic properties for the skin, the hair and the body. They do not contain «suspicious» chemical substances that could interfere with the normal organic functions, and act in a way to help skin's health and good looks. Besides the benefits for our health, biological/organic cosmetics contribute greatly at the environment's protection and the support and development of underdeveloped societies and economies (Fair Trade & Permaculture).

- **How can I make sure that a product is actually biological/organic?**

It should have the label of one of the organisms that certify biological/organic products on the packaging.

- **I am allergic to sage (example). Will it be safe for me to use the products that contain it?**

Since you know you are allergic to one of the ingredients of the product you are about to use, you can do the following test to make sure that the product will not cause you any problems. Put a small amount of the product behind your earlobes or/and the inside of your elbow. If there is no rash within the next 3 hours, you can safely use the product.