



Colour Consultation
Guidelines & FAQ's

wunderbar
create wonderful hair

Although ingredient safety is at the heart of any WUNDERBAR product, just like certain food & materials, allergic reactions to hair colourants and/or ingredients can happen. Your professional approach to colour services and consultancy is as important as your colour creation. Protect yourself and your salon clients by following these Colour Consultation Guidelines for allergy alert testing.

STEP ONE PROFESSIONAL COLOUR CONSULTATION

The colour consultation is your opportunity to demonstrate your professional expertise, introduce your clients to the various colour products available, and to also explain the relevant safety aspects of using these products.

As part of your professional colour consultation with your salon client, follow the Professional Consultation Guidelines to help you decide whether:

You can proceed with the colour service on your client

OR

You need to carry out an allergy alert test

Although allergic reactions are rare, it is important to carry out an **allergy alert test** to identify those people that have been sensitized, because, the next reaction could be severe. Remember that once a person has been sensitized, they have been for life. We recommend you keep a **Client Record Card** for each colour client in your salon for future reference, and to show your duty of care.

PROFESSIONAL CONSULTATION GUIDELINES

Every colour client should receive an initial allergy alert test prior to receiving their first colour service in your salon.

To decide if any further allergy alert tests are required prior to future colour services in your salon, you must ask the questions that appear in the Professional Safety Questionnaire below and record the results.

Following the answers provided, it may be necessary for you to perform an allergy alert test. The guidelines on how to perform an allergy alert test are available in this booklet and in the instructions for use printed on the inside of the box of colourant.



STEP TWO HOW TO PERFORM AN ALLERGY ALERT TEST

If as a result of step one you need to carry out an allergy alert test, this should be performed 48 hours before the colour service. This test represents an important precaution. If any reaction occurs during the processing time or during the 48 hours, rinse immediately and do not use the product.

ALLERGY ALERT TEST

Conduct the following test 48 hours before application:

1. Cleanse an area of approx. 1 cm² in the elbow bend or behind either ear, touching the hairline. Pat dry.
2. Using the intended formula, apply mixture to the test area.
3. Let the test spot dry. Do not wash, cover or disturb.
4. Leave on for 48 hours. If no reaction has occurred, proceed with process.

DO NOT USE hair colour if the guest has experienced any signs of irritation.

Should your regular salon client wish to alter or change to another shade or another WUNDERBAR colour brand you must perform an allergy alert test again.

WUNDERBAR does not recommend that any permanent, oxidative hair colourants are used on clients under 16 years of age, and these are clearly labelled 'Hair colourants are not intended for use on clients under the age of 16'. Most semi-permanent or temporary direct dyes, such as WUNDERBAR Freestyle Color or Color Refresh, may be used on clients under 16 years of age – please check the label before use.





PROFESSIONAL SAFETY QUESTIONNAIRE


Has your salon client ever had any allergic reactions to hair colouring products?	NO	YES
Does your salon client have a sensitive, itchy or damaged scalp?	NO	YES
Is this a new colour client for your salon?	NO	YES
Has it been more than six months since your salon client last had a colour service in your salon?	NO	YES
Is it more than 12 months since your salon client last had a skin allergy test?	NO	YES
Has your salon client had any type of skin tattoo including henna or permanent make-up since their last colour service?	NO	YES
Has your salon client had an allergic reaction since their last colour service?	NO	YES

STOP

Explain to your salon client that you cannot colour their hair

WARNING

Carry out an allergy alert test (see step two)



**YOU CAN
COLOUR YOUR
CLIENTS HAIR**

STEP THREE COMMENCE WITH COLOUR SERVICE

Before commencing with any colour service, please ensure you have read the instructions for use in the leaflet resp. on the box or tube of the WUNDERBAR colour product.

Always ensure that your clients' clothes are protected, and ask your client to remove any jewellery and/or their glasses that may interfere with the colour service.

Always ensure that you are wearing any necessary personal protective equipment such as an apron and gloves. **If during the colour service your client experiences:**

Any stinging or burning and/or rash, **rinse immediately and discontinue use. DO NOT colour their hair again and advise the client consult a doctor and seek medical advice.**

Rapidly spreading skin rash, dizziness or faintness, shortness of breath and/or swelling of eyes/face, **rinse immediately and have the client seek immediate medical attention and contact the store where you purchased the WUNDERBAR product.**

If after colouring or on the days afterwards your client experiences problems such as skin or scalp itching, skin or scalp rash, swelling of eyes/face, blistering and/or skin or scalp weeping have the client **seek immediate medical attention and contact the store where you purchased the WUNDERBAR product.**

FAQ'S

WHY SHOULD I PERFORM THE ALLERGY ALERT TEST (AAT) ON MY REGULAR CLIENTS EVEN WHEN THEY HAVE A REGULAR COLOUR APPOINTMENT?

Allergies may develop over time, so performing an AAT at least once a year and keeping an up-to-date record of previous colour applications will help to identify if your client is developing an allergy.

MY CLIENT RECEIVES A LIGHTENING SERVICE, DO I NEED TO PERFORM AN AAT?

No, an AAT is not required for pre-lighteners/bleaches. However, should you wish to use a toner or apply another hair colourant after lightening the hair, an AAT must be performed.

WHY DO I HAVE TO PERFORM THE AAT 48 HOURS PRIOR TO MY CLIENT'S APPOINTMENT?

A reaction can take up to 48 hours to develop, therefore performing the test 48 hours prior to the colour appointment should allow sufficient time for any reaction to be identified.

DO I NEED TO CLEANSE THE AREA OF SKIN WITH SURGICAL SPIRIT OR AN EQUIVALENT CLEANSER BEFORE PERFORMING THE TEST?

No, lukewarm water will be sufficient.

DO I NEED TO COVER THE TEST AREA WITH A PLASTER?

No, we do not recommend this. The area should be left uncovered and allowed to dry.

WHY IS IT IMPORTANT TO ASK IF MY CLIENT HAS HAD A TEMPORARY TATTOO IN THE PAST?

If your client has suffered a reaction to a temporary 'black henna' tattoo in the past you should not colour their hair. If your client has had a temporary tattoo in the past and did not experience a reaction at the time, they may have been sensitized by the ingredients used. In this instance always perform an allergy alert test.

WHAT SHOULD I DO IF MY CLIENT HAS REACTED PREVIOUSLY TO AN ALLERGY ALERT TEST?

DO NOT APPLY ANY COLOUR, even if the allergy alert test was performed with another manufacturers brand of colourant. Refer the client to their doctor/dermatologist.

WHAT SHOULD I DO IF MY CLIENT REACTS SOON AFTER THE APPLICATION OF THE AAT OR WITHIN THE 48 HOURS AFTER THE TEST WAS PERFORMED?

Remove the test from the skin immediately and advise the client seeks medical advice. If the reaction occurs during the 48 hours after the test do not colour the hair and advise they seek medical advice.

WHAT SHOULD I DO IF I AM UNSURE OF THE RESULT AFTER PERFORMING THE AAT?

If you are in any doubt whatsoever, do not proceed with the colour service.

FAQ'S

WHAT'S THE PRODUCT TECHNOLOGY IN WUNDERBAR HAIR COLOUR?

WUNDERBAR Hair Colour Cream is formulated with **Triple Colour Technology®**

- shade-specific low ammonia and alkali concentration - for optimal hair condition, even after repeated applications
- high-performance pigments - for intense, vibrant colors and reliable coverage
- effective natural care ingredients to condition and protect the hair during the colouring process

WHICH (NATURAL) INGREDIENTS ARE USED?

WUNDERBAR Hair Color Cream contains panthenol (pro-vitamin B5) and plant (wheat) proteins to condition and protect the hair during the colouring process.

DOES THE WUNDERBAR PERMANENT HAIR COLOUR CONTAIN PPD?

No.* Wunderbar Hair Color Cream does not contain PPD. However, it contains PTD and Resorcinol. All of them are basic colour molecules which help the oxidative pigments to develop, and are mainly „responsible“ for the coverage of the colour. They are also potential allergens and, thus, are indicated separate from the INCI declaration on the packaging (see table on the box):

Enthält / contains / bevat / contient / contiene:	
1	Ammoniak / Ammonia / Ammoniak / Ammonique / Amoniaco
2	Phenylendiamine (Tolylendiamine) / Phenylendiamines (Toluenediamines) / Fenylendiaminen (Toluenediaminen) / Phénylènediamines (Toluènediamines) / Fenilendiaminas (Diamintoluenos)
3	Resorcin / Resorcinol / Resorcinol / Résorcine / Resorcinol

WHY DOES WUNDERBAR PERMANENT HAIRCOLOUR CONTAIN AMMONIA?

Ammonia has been safely used in hair colours for over 50 years. Scientific studies show that for level 3 color performance (lift of 3 levels or more and up to 100 % grey coverage) ammonia protects the hair structure better than the alternative MEA (Monoethanolamine) and delivers the best color result. After acting in the hair, ammonia easily evaporates and leaves no residues. The hair is conditioned, healthy-looking with vibrant shine. WUNDERBAR Hair Color Cream is characterized by a shade-specific low ammonia and alkaline content. Just enough to sufficiently open the cuticle to allow the colour molecules/pigments to penetrate, but without stressing the hair structure unnecessarily.

WHAT IS AMMONIA?

Ammonia is an alkalizing agent that helps to open the outer hair layer. It raises the pH (10), so the hair swells and active ingredients and colour molecules/pigments can penetrate it. It works with the cream peroxide to remove some of the natural colour (melanine) to allow for lightening of up to 5 levels, excellent grey coverage and pure color results without compromising on hair vitality.

ARE THE PRODUCTS "CRUELTY FREE" / WERE THEY TESTED ON ANIMALS?

Already in 2013, all EU countries banned the production and marketing of cosmetics products and ingredients tested on animals (EU Cosmetics Regulation No. 1223/2009). The WUNDERBAR range is fully compliant with this regulation and neither its products nor ingredients were tested on animals.

* **NOTE:** On 3rd July 2017, annex III, '**Free from' claims**, was added to European Cosmetics Regulation (EC No. 655/2013), and is applicable as of 1st July 2019. According to this regulation, Paraben-free (and similar) claims are no longer allowed. As long as the ingredient is legal for use, this claim is forbidden in the labelling, making available on the market and advertising of cosmetic products, text, names, trademarks, pictures and figurative or other signs.

FAQ'S

ARE THE PRODUCTS PARABEN-FREE?

No.* Parabens are preservatives which help to keep the products stable over the legally guaranteed product life cycle resp. period after opening (as indicated on the packaging). Our WUNDERBAR products only contain preservatives which are compliant with the EU Cosmetics Regulation.

ARE THE PRODUCTS SULPHATE-FREE?

No.* Sulphates are wash-active substances. The WUNDERBAR shampoos contain the necessary dose of sulphates to ensure optimal cleansing and lathering properties. The sulphates used in WUNDEBAR are fully compliant with the EU Cosmetics Regulation. The WUNDERBAR conditioners and masks don't contain any sulphates.

ARE THE PRODUCTS SILICONE-FREE?

No.* Silicones are effective ingredients commonly used in haircare products. They provide slip and shine, can help smooth and straighten hair, and give hair a luxurious, conditioned feel. Silicones of the 1st generation received a bad reputation, as they weren't water-soluble and resulted in a product build-up on the hair which weighed the hair down, and could only be removed by a clarifying/deep cleansing wash. Silicones of the 2nd generation are water-soluble and give all the (excellent) caring benefits, without the negative build-up effect. The Silicones used in WUNDERBAR are fully water-soluble and compliant with the EU Cosmetics Regulation.

ARE THE PRODUCTS SUITABLE FOR VEGANS?

We can't claim that the WUNDERBAR products are "vegan". Although our products don't contain any ingredients tested on animals, they may contain animal-derived ingredients, such as (milk or egg) proteins, honey, beeswax, lanolin (wool wax) etc. These are natural ingredients commonly used in cosmetics, which make the products not suitable for vegans, though.

ARE THE PRODUCTS SUITABLE FOR CHILDREN?

We can't claim that the WUNDERBAR products are specifically for children. However, the products of the MOISTURE line are very mild and can, therefore, be recommended for children. Especially the MOISTURE leave-in conditioner can be used as detangler for kids' hair.

ARE THE PRODUCTS HYPOALLERGENIC?

We can't claim that the WUNDERBAR products are hypoallergenic. Annex IV of the latest European Cosmetics Regulation targets the use of the claim 'hypoallergenic'. It states that the claim can be used when the cosmetic product has been designed in a way that minimizes its allergenic potential. In reality any ingredient could lead to an allergic reaction, even those considered as hypoallergenic. This means that it is nearly impossible to claim that a product is hypoallergenic any longer.

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FAQ'S

HOW CONCENTRATED ARE THE SHAMPOOS RESP. HOW MANY APPLICATIONS DO YOU GET OUT OF A 1L SIZE?

The WUNDERBAR shampoos are ready-to-use shampoos (no shampoo concentrates!). The no. of applications you get out of a 1l size depends on a number of factors, hair amount and hair texture being the biggest factors.

Most of the time, about 10 ml of shampoo will be sufficient. But there are times when you might need to use more, depending on:

- Length: more is needed to cleanse the ends of longer locks.
- Curl: curly & wavy hair needs extra for lather spreading.
- Texture: thick hair requires more product than fine hair.
- Condition: greasy hair or hair with heavy styling residues might need a 2nd wash to get a full cleanse.

Considering the average of 10ml per application, you should get approx. 100 applications out of a 1l bottle.

WHICH PAO SYMBOL IS ON THE PRODUCTS?

av. 12 Mon. PAO



The period-after-opening symbol or PAO symbol identifies the useful lifetime of a cosmetic product after its package has been opened for the first time. It depicts an open cosmetics pot and indicates the number of months the product can still be used after opening.

CAN ALL WUNDERBAR PACKAGINGS BE RECYCLED?

Yes, all WUNDERBAR packagings carry the "green dot" symbol and can be recycled.



® The "green dot" indicates that the manufacturer of the product contributes to the cost of recovery and recycling. The system is financed by the green dot licence fee which varies by country and which is based on the material used in packaging (e.g. paper, plastic, metal, wood, cardboard).

WHERE CAN I KEEP UP TO DATE ON WUNDERBAR?



<https://www.wunderbarhair.com>



<https://www.instagram.com/wunderbar.hair>



<https://www.facebook.com/wunderbarhair>