

FAQ

Q = What is GrandeLASH-MD?

An award winning lash enhancing serum that promotes the appearance of naturally longer, thicker looking lashes.

Q = How does it work?

Infused with a blend of vitamins, peptides, and amino acids to promote the appearance of naturally longer, thicker looking lashes in 4-6 weeks, with full improvement in 3 months. It's a favorite for helping to enhance short, thinning, brittle lashes. Ophthalmologist tested. Suitable for contacts and lash extensions.

Q = Does it matter what time of day I apply this serum?

If you forget to apply at night, or just prefer to apply in the morning, you can! Make sure you apply prior to using any makeup. Use one dip for both eyes and let it dry before you put on any face makeup.

Q = When can I expect to see results?

Apply GrandeLASH-MD using a single stroke on your eyelid just above your upper lash line (like a liquid eyeliner). Remember, you're applying to the skin closest to the lashes (the lash root) - not the actual lashes. Use once daily and allow 1-2 minutes for the serum to dry. Due to the length of the lash cycle, apply every day for a full 3 months. After desired improvement is achieved, apply every other day for maintenance. GrandeLASH-MD requires continued use to maintain benefits.

Q = Can I use GrandeLASH-MD on the lower eyelid?

We do not recommend that because the product can easily get into the eye and cause irritation.

Q = Can I use it with my eyelash extensions?

Yes, GrandeLASH-MD is safe for lash extensions as it is a water-based formula and will not interact with the adhesives used for extensions.

Q = Will my eyelashes go back to my original length if I discontinue use of the product?

GrandeLASH-MD does require continued use to maintain its results. After completing the initial 3-month treatment, use it every other day to maintain your results. If you completely stop using GrandeLASH-MD, your lashes will eventually revert to their original length and thickness.

Q = How long does a tube of GrandeLASH-MD last?

Note the size of the tube the customer has purchased. GrandeLASH-MD is sold in: Trial size, 6 weeks Full size, 3 month supply (2 mL) Jumbo size, 6 month supply (4 mL)

Q = When will my product expire?

Not all lash enhancing serums are created equal! With our blend of nourishing ingredients like Hyaluronic Acid, L-Proline, and Glycosaminoglycans, GrandeLASH-MD aims to not only enhance your brows, but protect, condition, and hydrate them as well. While locking in moisture and hydration, you will start to see healthier looking lashes.

Q = Is GrandeLASH-MD safe?

Yes! GrandeLASH-MD is ophthalmologist approved and safe for contact lens wearers. We stand by our serum with a 90-day guarantee. Avoid getting into the eyes.

Q = Will I experience any sensitivity?

While sensitivity is rare, there is always a possibility whenever introducing a new beauty product. Few users may experience mild irritation when first using GrandeLASH-MD.

Q = Can people with Glaucoma use GrandeLASH-MD?

We recommend that anyone with any underlying medical condition first check with their health care provider before using any new product, as our studies did not include anyone specifically with this diagnosis.

Q = What if I use this past the expiration date?

We do not recommend the use of any product beyond the expiration date.

Q = Do you test on animals?

We absolutely NEVER test on animals. We are certified Cruelty Free with PETA.

Q = How can I remember to use GrandeLASH-MD?

Pick a place to keep GrandeLASH-MD so it will remind you to use it every day. Some people leave it on their vanity or by their toothbrush in order to create a daily habit and part of your daily beauty routine.

Q = Can I apply in the morning rather than at bedtime?

YES! Make sure you apply prior to using any makeup. Use one dip for both eyes and let it dry before you put on any face makeup. I have been using the product for over 2 years and I don't notice any difference.

Q = What possible side effects does GrandeLASH-MD have?

Some people may experience a slight tingling or stinging on the eyelid. If the sensation persists and is associated with redness/irritation - please discontinue use as this may be an allergic reaction. GrandeLASH-MD has been Dermatologist tested and Ophthalmologist approved.

Q = After using the product, I have darkened skin around my eyes. Will this go away?

In our 90 day consumer perception study, this was not reported by any of our participants. However, if you are experiencing a sensitivity, please discontinue use of the product. Sensitivities usually resolve themselves within 90 days after discontinuing use.

Q = I am seeing hair growth around the eye area where I applied the product, what can I do for this?

With the appearance of stray hairs, a small amount of the product may be transferring to that area. To remove you may use any hair removal product of your choice. We would recommend that whenever applying GrandeLASH-MD, to make sure that you allow 2-3 minutes for the product to be completely dry before laying down as this may be when the transfer is occurring. Also remember one dip can be used for both eyes.

Q = Can GrandeLASH-MD be used if I have had a lash lift?

Yes, since harsh chemicals are used during lash lifts, they can weaken your lashes. GrandeLASH-MD helps to keep your lashes healthy and longer, so you have more dramatic lashes.

Q = Can GrandeLASH-MD be used if I've had a lash tint?

Yes, you can use GrandeLASH-MD if you have had a lash tint. Just remember with normal shedding and growth cycles of your lashes, you will need to do regular lash tint maintenance. GrandeLASH-MD does not affect the longevity of the tint. Q = Is GrandeLASH-MD vegan? It is not vegan as our formula contains a small amount of honey as a soothing agent.

Q = I have used a lash serum before and I just finished it, but it wasn't GrandeLASH-MD, would this still make my eyelashes longer and more full or would it only maintain the lashes I have now?

Unfortunately, we have no experience with other eyelash serums and have not done studies related to the use of GrandeLASH-MD with another product. If you have discontinued using the other product, wait a few weeks to try the lash serum for yourself.

Q = Is GrandeLASH-MD nut free?

Our product does not contain nuts but we do use ingredients whose manufacturers also make nut oils and ingredients that contain nuts. While we don't actively add nut based ingredients to our product there is no guarantee that there is a slight possibility of cross contamination in the supply chain.

Q = Is GrandeLASH-MD gluten- free?

It is a gluten free formula, however it is not produced in a gluten free facility.

Q = I bought serum from Amazon and the packaging is different.

We have partnered EXCLUSIVELY with Amazon Luxury Beauty, who is the ONLY AUTHORIZED SELLER of Grande Cosmetics products on amazon.ca. Therefore, we strongly urge you to NOT purchase Grande products from any other Amazon re-sellers. Please make sure that your purchase listing from Amazon has a little green colored flag next to it that says "luxury beauty".

Q = Does GrandeLASH-MD contain silicone?

No, it doesn't contain silicone.

Q = Does GrandeLASH-MD also work for eyebrows?

We don't recommend using GrandeLASH-MD on your eyebrows. GrandeLASH-MD is specifically designed to be used on your lashes as it has a concentration of lash loving ingredients that follow your lash cycle. In addition, the applicator on GrandeLASH-MD is much more slender with a fine point to easily apply to the lash line. In addition, since our brows easily collect dust and dander to protect our eyes, we wouldn't want anyone to experience cross contamination.