

ARE YOU HAVING TROUBLE WITH RETENTION? ARE YOUR LASHES NOT LASTING?

OILY PRODUCTS

Run through your clients daily routine: Is the shower too hot or abrasive?

What products are you using that would come in contact with your face?

Cleansers, Shampoos etc

What is their Skin Care regime?

Do they have naturally oily skin? Do they work out excessively?

Are they using oil free moisturisers, eye cream, wipes and/or cleansers?

Are they using oily mascaras or other eye products like eyeliner or remover?

Oils are a No Go. These will make their extensions slide straight off, and lashes need to be cleaned more regularly for people with oily skin, or who work out/sweat regularly.

TROUBLESHOOTING

Does your client pick or rub their extensions?

If yes, they might not be the best candidate for extensions, as they could be ruining their natural lashes. Offer a lash lift instead or give them an ultimatum if not wanting to say goodbye to extensions!

SLEEP HABITS

People who sleep on one side, will naturally lose their extensions faster on that side... Same with stomach sleepers, their lashes will almost never last.

Same goes for surfers, or sport where the lashes are under stress.

Advise a protective lash mask for sleeping, and silk pillow cases. The cotton in normal cases can be abrasive! For surfers, they will need to detangle their lashes after being in salt water, or maybe opt for a lash lift.

HYGIENE OR HORMONES

We recommend that clients cleanse their lashes 2-3 times per week, as a general hygiene standard. Some clients will require more or less... if not enough, they will have poor retention due to oil production, dirt or makeup residue.

Also check if your client is on medication that could affect their hormones, as this may affect their retention also.

Some pregnant clients will struggle with retention, due to the hormonal changes in their body, for example. People who wear heavy eye makeup each day without washing, may also find they have poor retention

POOR APPLICATION OR WEATHER

Are your clients extensions falling out the same day?
or within 4 days?

If yes, your lash environment might not be ideal when applying their lash extensions. Check your humidity and adjust it as per your glue recommendation. Check your glue quality, is it stringy? Yes, throw it out. Use our flawless finish serum or a humidifier for low humidity when the glue wont dry fast, or using a dehumidifier when the glue is drying too fast for you! It all helps, and is good to have a 4 day guarantee for clients to come back for a fix. Are you brushing the lashes & the extensions are popping off? Maybe you need to use more glue, a larger bead on your extension!

The weather can also cause the glue structure to change in some circumstances, for example lashes last longer in winter because we aren't sweating as much like in hot summers. .