

Thank you for placing an order with LightEyez

If you paid by card, we now process transactions anonymously.
Your card statement will read

“LightSkn”.

We hope you enjoy the products, please do email in to orders@lighteyez.com if you have any questions. We are always here to help.

This letter completes your order.

Here is some useful information:

- 1) Please store in the refrigerator.
- 2) Do not shake the bottle when applying.
- 3) To apply eye drops, hold the dropper bottle aligned above your head/eyes. There is no need to apply pressure to the bottle (do not squeeze). One drop should fall out easily, or be teased out with a little push of the finger.
- 4) Shortened instructions, (refer to FAQs on website for full instructions):

*Please keep refrigerated.

*Before use, thoroughly wash your hands

*No need to shake bottle. [Leave to stand for five hours on delivery, before opening.]

*Remove from fridge, un-cap. Then refasten tightly. Return to fridge. Do not leave uncapped, as this is very unsanitary.

Process:

1. Tilt your head back.
 2. Apply one drop in each eye, allow to pool and blink till absorbed.
 3. Return cap to bottle and tighten.
 4. Repeat process:
 - 1 x more [standard usage 2min gap between drops] or
 - 2 x [increased usage, 3min gap between each drop].
 5. Return to fridge after finishing.
 6. Repeat whole process three times a day (minimum).
 7. We recommend having a gap of 4-6 hours between dropping.
- 5) When should I use the MSM drop?

You can use the MSM drop as much as you like, whenever you like. We recommend using it three times a day, with 2-3 drops per eye.

When used in conjunction with the eye lightening or colour changing drops. We recommend using it up to 10 minutes before; to heighten the effect of the eye drop formula.

6) If liquid does not come out of the bottle:

Unfortunately, sometimes the sugars in honey can solidify in the dropper assembly, causing a blockage.

If you are finding the bottle blocked, use a sterile needle to clear the blockage. To do this, soak a needle in some rubbing alcohol (isopropyl alcohol) for 10mins and then push it through the hole in the white plastic dropper tip.

In doing this:

- Make sure that the needle is pointed straight down (perpendicular) to the bottle and lined up to the hole.
- Push it straight down (by approximately one 2.5cm / 1 inch).
- Move it up and down a couple of times.
- If you are finding this difficult, instead use clean hands to take the dropper tip off and then put the needle through tip, whilst holding it in your other hand. This will allow you to line it up easier and see it going straight through. To take the tip off, hold the dropper bottle vertically, in a fist like motion. Use your thumb to push the tip, you should feel it move and come off. Apply more pressure if you struggle to make it move. To re-apply, push hard downwards, whilst holding the dropper bottle firmly.

You should find this clears any blockage.

7) Liquid comes out the top of dropper:

Always keep bottle upright, not on side in a bag for example. It may leak.

Before use and after delivery allow to settle on flat surface in refrigerator for five hours before opening. Do not shake, as this can cause air to form in the dropper, this air will then force drops out of the dropper. Always return cap and tighten after each drop.

This is especially true if it is an international shipment. Since transportation via air causes pressure to build up in containers.

If liquid is actively coming out the top, first remove the dropper cap with sterile gloves or thoroughly disinfected hands.

To take the tip off, hold the dropper bottle vertically (in a fist like motion). Use your thumb to push the tip and it will pop off. Apply more pressure if you struggle to make it move. To re-apply, push hard downwards, whilst holding the dropper bottle firmly. After removing the tip... apply some very slight pressure to the sides of the dropper bottle with your fingers and allow the liquid level to reach just to the top, but not enough so it spills over the edge. Then release your hand pressure gently, so as to not draw more air in. This will allow any trapped air to escape. Then carefully reinsert. This will allow air to escape and then prevent any further liquid escaping.

Liquid can escape if:

1) Eye drops have been shaken up and air has formed inside the dropper assembly.

A) In delivery the bottle will be shaken. Care must be taken when first opening to prevent liquid from leaking. Please allow to stand on a flat surface in

refrigerator for five hours before opening. B) Dropper bottle has been shaken or dropped. If this occurs follow instructions as above and leave to stand for five hours.

2) **Eyedrops are in too warm an environment.**

3). **Too much air has been pulled into the bottle.** Afterwards the air escapes and forces liquid out. To use the drops, you need only apply little to no pressure when the dropper bottle is aligned above your head/eyes. If you are pressing too hard (you will know this if more than one drop comes out at a time or you hear air being drawn in). This means you are drawing air into the bottle. This air will eventually have to escape and can force liquid out of the bottle and waste the solution.