

1. Do I need to book a consultation, or can I just walk into store for a consultation?

You can do both. You can book online or book in-store via the No7 advisor or walk-in if there is a slot available.

2. How long will a consultation take?

It varies by consultation type - between 10 and 20 minutes.

3. Do I need to prep anything prior to my consultation?

No, the No7 Advisor will prep your skin for a Pro Derm Scan consultation. Skin should be clean and dry, with a No7 cleanser used to remove makeup. Skin will scan most accurately when it is completely clean, so it's recommended to remove makeup from the 4 areas that needs to be scanned (forehead, eye area, cheek and jawline). If you prefer not to remove your makeup, the scanner will still work for skin analysis. However, for skin tone analysis, as a minimum, makeup must be removed from the jawline to ensure you get the best shade match (ideally it is removed from both the forehead and jawline, as these are the 2 scan areas used for skin tone analysis).

4. The Pro Derm Scan Service uses a 'dermatologist-grade' device - what does this mean?

The Pro Derm Scan technology is as accurate at skin analysis as the technology and devices used by dermatologists and in scientific laboratories (such as a Dermascope). For skin tone analysis it has been validated as more accurate for foundation shade matching than other devices.

5. What does the dermatologist-grade device do?

Skin Analysis:

- Analyses skin for 4 skin measures: Hydration, Pores, Fine Lines & Wrinkles, Oil Balance

Skin tone Analysis:

- Analyses skin tone to find the best Foundation Shade Match.

6. Does the device use UV light?

Yes, it uses low power UV LEDs. They have been tested by Intertec and deemed to comply with IEC 62471 safety regulations and pose no risk. Despite this, never shine the lights into your eyes or anyone else's eyes.

7. Does Pro Derm Scan work on all skintones?

Yes, it can accurately analyse all skin types and skintones.

8. Can the device be used when pregnant?

Yes.

9. Which areas of my face need to be scanned?

Forehead, eye area, cheek and jawline. This allows the device to collect a variety of data as each scan measures different aspects of your skin.

10. What if i have facial hair - will Pro Derm Scan still work on me?

Yes it will work. The No7 Advisor will avoid capturing hair or moles in the scanned image as this will compromise the results and provide incorrect analysis. Stubble is fine, however if you have a beard then for the cheek scan, the scan will be taken above the beard area, and instead of the jawline scan, the forehead will be scanned again.

11. What results will I get from the Pro Derm Scan service?

The scan results will provide a personalised set of diagnostic results:

1. Skin performance scores
2. Foundation shade matches
3. Customer profile summary
4. Scanned skin images and analysis
5. Availability by franchise for foundation shade matches
6. More matches across concealer and powder ranges

12. What product recommendations does Pro Derm Scan make?

Pro Derm Scan will analyse your skintone to accurately recommend the best shade matches across Foundations, Concealers and Powders. It does not make Skincare product recommendations. Based on the skin analysis results, product expertise and skin knowledge, the expert No7 Advisor will make the right product and regime recommendations personalised to your needs.

13. What do the skin images show?

The skin images allow you to see and understand your skin in immense detail. In addition to the 30X magnification, you can see the analysis superimposed onto the actual images of your scanned skin, so you can understand how your Skin Performance scores have been generated. Your Skin Performance scores are visually indicated by number and colour:

Green = Your Strength Area: your skin health in this area is at its best.

Amber = Your Focus Area: you can improve in this skin area.

Red = Your Main Priority Area: prioritise this skin area to improve your skin health.

14. Can lighting in the store affect my results?

No, lighting around you or the store will not impact your results. The device has its own internal light source so is not impacted by external lighting.

15. Will No7 be storing the scanned images of skin? If yes, why?

Yes, these images are used only for analysis purposes. They will be stored to review skin data so we can better understand our customer's skin and offer the right product solutions relevant to their skin needs. The images the devices takes of customer's skin are at 30x magnification and are therefore not identifiable to a customer.

16. How many people has the technology been tested on?

Tried and tested on over 6000 No7 customers*. *During a 3-month trial.