



## *Workflow with our Color Lab*



### Some Frequently Asked Questions - Answered

While not every question is answered - many are. Thanks for taking the time to learn about us and our workflow so that we may better assist you and be efficient with your time and ours.

#### **R&D/ Start of the Process:**

You email us wondering about our services. We will ask a few standard questions via email, send you a R&D form to fill out and/or schedule a complementary phone call at that point.

As of June 21st, 2017, we have a mandatory R&D deposit fee for all new projects. This retainer fee for our services is credited towards our manufacturing services, if you schedule manufacturing within the 8 months following your R&D project.

The R&D fees are non-refundable and cover our time to research and/or develop your request(s). It is standard for every single lab in Southern California. Should your R&D request surpass this retainer amount, you will receive an adjusted proposal that details the additional fees to be processed for the target goal.

**R&D Initial retainer deposit for our services: \$750.00 For all colored cosmetic goods. \$500 For all non-colored cosmetic goods.**

The initial fees can also be processed through our website for those who wish to have this convenience.

We offer research and development for cosmetic products that have a large scope of use. If you are curious if you can have an item designed, just start by sending us an email and stating the industry you are in. We evaluate on a case by case basis.

We operate on a first come, first served. Only paid R&D projects are put on our schedule. We truly try to keep our overhead lower to bring you the best rates on our expertise.

Most cosmetic labs commence at \$500 & up or non-colored cosmetic good R&D services. We are extremely competitive for a custom color cosmetic lab.

Any label wanting exceptional goods and is ready to move forward will not see this as odd. You've done your research and know that most labs will not offer you flexible minimum ordering quantities for custom cosmetic goods.

In the event that you have already been sent a proposal, (prior to June 20th, 2017), it is usually quoted for a number of target goals/tasks and/or an amount of our time to execute these goals as an estimate (which ever comes first). We clearly write the number of hours that your R&D covers in the proposal. R&D fees also cover any resources needed to conduct your project (such as, but not limited to materials).

If you are a start-up and wish to learn about how cosmetics are made, we welcome you to do an online research before reaching out to us. We also offer a consultant service that has someone coach you each step of the way, during a product's life-cycle, should you need that extra assistance. We structure this on a case by case basis. Please contact our staff for more information.

One of the major misconceptions with start-up companies is that they do not have a budget for colored cosmetics and we do not sell private label items as is.

Every single label that has worked with us wants customization and due to that fact, we only do custom projects.

While tweaking in-house benchmarks does save you on additional R&D fees, we still allow you to customize items.

Therefore, for labels **that have *never* worked with a lab before**, as owner of the company, I prefer being direct with you. You will need a budget set aside for a colored cosmetic or any project with us.

Our R&D deposit is \$750.00 (colored goods)/ \$500.00 (non-colored goods) to retain us and then we review your requests and submit to you a detailed proposal in the event that your request is not entirely covered by that amount.

If you have more than one product to be addressed, it is best to process it individually if it is not associated with the same collection as the one you have started with us.

Allow yourself as much time ahead of schedule as you can as we are starting to have longer R&D lead times going into the Fall. Summer is a time to schedule last minute Fall and/or Holiday Items.

### **Minimums**

We offer flexible minimum ordering quantities on certain items, pending what interests you. No other color lab offers that for custom goods. While the price per unit may not be the same as high volume orders, it does allow you to launch an item and have a custom look and feel to it, test your market.

### **Packaging and Other Items**

Nancy's Passions LLC is not liable for any third party item that is submitted to us for use in your project. You will be asked to sign an indemnification waiver if this is a raw material that you absolutely need in your formulation, unless it originates from a reputable manufacturing supplier and comes directly from them. The same goes for components (jars, tubes or any containers and packaging used that comes from a third party). As well, but not limited to: fragrance oils, flavor oils, boxes, stickers/labels etc. If you send us your packaging, be prepared to calculate at least 10% more than the total number of units you wish to have.

### **Insurance & Proper Documentation**

We are structured as a B2B (business to business) entity and therefore, only cosmetic companies or labels with valid cosmetic liability insurance and a resale permit are able to buy from us wholesale goods. In the event that you have your business license as a cosmetic label and your insurance already, but do not have your reseller permit, you will be charged the applicable sales taxes on taxable items.

We also require all clients to indemnify us for their marketing, as it is impossible to be the social media police. We give you attributes at the end of your R&D that you are able to use as marketable traits. Ultimately, it is up to you to have label claims reviewed by a regulatory consultant and responsible for how you market your

product. If we would not be indemnified, we would basically be responsible for how you market your product & we are far too busy to follow everyone's print media, websites, twitter, instagram, snapchat, and so forth. Legitimate companies with goals to launch products do understand this 100%. The FDA continuously modifies its laws and while there is still a fine line with what the FDA governs with regards to cosmetics, it does review claims & we are very clear about this point.

In the instance where you are a person with a reseller permit who sells online or has a store, but you are not necessarily a cosmetic label, we offer in-house labels that can be purchased and this is discussed on a case by case basis. Contact us directly.

### **Manufacturing Capabilities**

We cater to masstige, prestige, niche boutique/celebrity labels, as well as clients who wish to target QVC and larger roll outs. We can accommodate a wide range of filling methods and can offer contract manufacturing of colored goods to those who already own their formulations. Pressed powders to lipsticks and anything in between.

It is important to identify what you need in your R&D phase - whether that is as simple as stating you need batch lot coding, barcodes, any special request of this nature. We can accommodate, but these items are extras so we need to know this before costing out your project for you. Otherwise, it will consume more time finding out details last minute. Costing out projects takes time so it is best to know ahead of time, to be accurate when we do cost out your approved samples.

### **How are we different from an overseas factory based on our experiences?**

Everyone has their qualities. But typically many labs overseas mass produce items 'as-is'. It means they won't let you change any ingredients or the look of things. We don't roll out things like a sweat shop type of place. Everything is catered to your requests and when someone asks us for a benchmark 'as is', we always have changes that are requested. Everyone likes to be unique. Therefore, even small changes in your opinion can change the outcome of a product, either by modifying the end product and/or costs, to name a few. Hence, yes, R&D is needed.

The fact that we apply the base retainer R&D fee towards manufacturing - is just an investment in your own project anyway. If you are not ready to process R&D, knowing that some do not even apply it towards manufacturing - then you may not be ready to launch a product at this time.

We have had requests to merely feel out the costs of goods for the purpose of allowing their investors to be on board with their projects. Honestly, we will *never* have an answer for you when we are asked how much a unit price is.

*Every single item's unit price is contingent upon:* the end formulation selected, the desired quantity and number of colors and the size of the fill, along with any special add-ons that the project may have. Hence, R&D is needed.

### **Why did we put this document together?**

It allows us to save time : yours and ours. We, like most good natured business professionals have had some abuse of free samples and/or our time. In the end, we are a business. This is what we do. We don't just do cosmetic projects part-time.

Launching a product is a very exciting time for a label and we want you to be really ready for this creative process. We invite you to do your preliminary research before reaching out to us. Often we repeat the above listed information in our complimentary phone call with you.

### **Why don't you have a list of items you manufacture on your website?**

We value our creativity. While we do not compete with other labs and strive to complement many, we truly only share this information with clients that have shown an interest to establish a working relationship with us. Thank you for understanding.

### **Can I get some free samples?**

If you have never worked with us before, you will need to fill out our Sample Request Form and then we will process your request. Samples are not like a vending machine or magical like pop tarts out of a toaster oven. Humans need to make them and their time must be scheduled for your request.

Sample request payments can also be made online through our website for those that do not wish to fill out the form.

### **How long does it take to have products made?**

Contingent upon approved R&D samples, down payment on manufacturing (or paid in full if the volume is extremely low) and then you are given a quote on lead times. It can take several months (and varies).

### **How long should I plan in advance to launch a product?**

AS MUCH TIME AS YOU CAN PLAN AHEAD. Trending color products tend to have quality color suppliers with back ordered goods. The more time you can plan ahead, allows us to buffer those lead times with you and it also assures that you can target dates that you want to have as launches and so forth.

### **Do you have lead times?**

Yes. We have lead times for our R&D Department and our Manufacturing. It always varies but tends to be at least one month or greater. The best possible advice is to plan ahead and not wait until you want something in one month.

### **Do you offer consulting?**

Yes. We can help on location, color match, repair color formulations, help with product design or development. Our consulting services are priced per project and you will need to submit a request at [info@designercolorlab.com](mailto:info@designercolorlab.com)

We also offer telephone calls past your initial complementary consultation. Currently, we bill out at \$225 per hour for color expertise and telephone conversations are pro-rated at 15 minute increments or part there of. [We schedule calls that have been processed through our website.](#)

### **Intellectual Property**

Unless our consulting agreement with you stipulates that you are to own your own unique formulation, for a set price and we mutually sign such an agreement, with you, all in-house benchmarks or formulations that we adapt for another use or use, are our property. We allow you customization.

We tend to not sell any formulations that we can manufacture in house, which is very standard for manufacturing labs. Yet, we do evaluate this on a case by case basis. We have helped people in the past formulate materials and goods. We have also helped manufacture as a contract manufacture for colored goods.

### **What services do you offer besides manufacturing?**

- R&D
- reverse engineering formulations
- demonstrations
- product prototyping for marketing purposes
- market test manufacturing
- fulfillment services (case by case)
- digital launch/sample creation/manufacturing
- color matching
- color creation
- color collection line creation - doing your colors
- training MUA or sales crew about the product
- trade venue integration/assistance with education
- label translation services/design
- video editing for digital content launches
- celebrity stylist/MUA consultations/integration
- professional use only demonstrations/education
- product placement assistance

- product coaching/assistance for start-ups needing education and help at every phase along the way
- celebrity endorsement

### **What languages do you welcome?**

We currently speak English and French. We also welcome Spanish requests.

### **Which countries have you worked with?**

We service clients worldwide. Therefore, we are fairly well versed in regulatory for many locations. When we formulate, we naturally research material compliance in the USA, EU and China.

### **Do you have a question that is unlisted?**

Email us directly at [info@designercolorlab.com](mailto:info@designercolorlab.com)

### **Why are you so serious with this form?**

Because any exceptional mind that innovates beyond the standards needs a structured baseline in order to allow their over the top creativity to execute what it does best.

Most appreciate this & know that art requires a strong foundation.

### **What are your business hours?**

Our business hours are by appointment only.

We are structured and not at the mailing address/main office all the time. Our production areas are in private spaces to allow us to maintain brand confidentiality and no interruptions. If you absolutely need to meet in person, we can structure this with you, with notice. Otherwise, we tend to be very much computer based for requests, which is not uncommon with the cosmetic industry.

### **Formulation Catalogue?**

Available upon request for established clients that we have a working relationship with.

### **Do we collaborate with other consultants and labs/facilities?**

Yes. Email us to reach out and we can process your unique request.



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