



Frequently Asked Questions

Q. What is the My Butterfly Transformational Beauty System?

A. An at-home wrinkle-reducing system clinically proven to reduce fine lines and wrinkles around the eyes, mouth and brow.

Q. What are the advantages of using the My Butterfly Transformational Beauty System?

A. The My Butterfly Transformational Beauty System goes deeper than typical creams and serums to dramatically reduce the appearance of fine lines and wrinkles — in the privacy and comfort of your own home. No painful needles. No costly appointments. It is simple and easy to use.

Q. How do I know if the My Butterfly Transformational Beauty System is right for me?

A. If you have fine lines and wrinkles around your eyes, mouth or forehead, then the My Butterfly System is for you. It is appropriate for adult women and men of all ages and skin types.

Q. How do I use the My Butterfly Transformational Beauty System?

A. In 4 easy steps:

- Step 1 - Use My Butterfly Gentle Exfoliating Cream to remove dead skin and prepare skin for optimal treatment.
- Step 2 – Clean skin with Power Perfect Skin Prep
Clean the face and remove any makeup, moisturizers, or other skin products. Wait for skin to dry. IT'S VERY IMPORTANT TO MAKE SURE SKIN IS CLEAN AND DRY.
- Step 3 – Treat with My Butterfly Power Infusion Eye, Brow or Lip Patch.
Remove patches from foil. Place on countertop and attach both buds. Apply Eye, Brow or Lip patch and wear for 30 minutes. Treatment will start and stop automatically.
- Step 4 - Maintain with Youth Serum HA
Remove patch slowly while pressing lightly on skin to prevent pulling. Apply Youth Serum HA to seal in the treatment for long lasting results.



Q. Will I feel the My Butterfly Transformational Beauty System working?

A. Yes. You may feel a slight tingle that moves from one patch to the other.

Q. How often do I need to use the My Butterfly Transformational Beauty System?

A. For optimal results, use the My Butterfly Transformational Beauty System twice a week during the first week, then maintain your results with weekly treatments (once a week).

Q. How long does each treatment session last?

A. Each treatment lasts just 30 minutes and can be completed at home, on your own time.

Q. How quickly should I see results?

A. Many individuals experience a significant reduction in the appearance of wrinkles with just one treatment. Speed of results varies depending on severity of wrinkles, and individual skin factors. Allow 4 weeks to see the accumulative results and benefits of consistent use.

Q. Can I apply more than one set of patches on the same day?

A. No. Do not apply patch treatments more than once every three days. Use only as directed.

Q. Can I reuse the patches?

A. No. Patches are only for single use.

Q. Should I be doing anything else during treatments?

A. To help prevent accidental damage to the Power Pod, avoid too much activity during treatments. For best results, facial muscles should be in a relaxed state.

Q. Can I apply other products on the patches?

A. No. The ingredients are already infused into each patch. Never apply any other products on to the patches.

Q. What if the patches do not stick properly?

A. Make sure the skin around the treatment area is completely clean and dry before applying each patch treatment. The patches will adhere to the skin as long as the treatment area is thoroughly cleansed and dry. Recommended: Alcohol-free My Butterfly Power Perfect Skin Prep effectively and gently cleanses, plus improves connectivity for micro-charged infusion.



Q. How do I dispose of the patches?

A. The patches may be disposed of as household waste. **Tip:** Once your treatment is finished, remove the patches from your face, turn them gel-side up and stick them together. Then remove the Power Pod Connector Buds.

Q. What if the Power Pod cords are too snug around the neck?

A. If needed, slide down the small connector on the cords until it's about an inch above the Power Pod. Adjust the fit by gently separating the cords from each other. Be very careful not to pull too hard; they should separate easily.

Q. Is it important to tuck the Power Pod cords behind my ears?

A. For optimal results, tuck the Power Pod cords behind your ears. This will help prevent the patches from pulling on the skin.

Q. I snapped the Power Pod buds onto each patch and applied them but the pod isn't working. How do I reset it?

A. On the rare occasion that your Power Pod locks up, simply unsnap the Power Pod buds from the patches (you can keep the patches on your face) and touch the two buds together until a green light appears on the Power Pod. Reapply the buds onto each patch and resume your treatment.

Q. How does the My Butterfly Transformational Beauty System work?

A. The My Butterfly Transformational Beauty System uses patented infusion technology to deliver Hyaluronic Acid — the wrinkle-filler injected by dermatologist — by infusing it into the top layers of your skin, unlike traditional creams or serums that only sit on top of the surface of the skin.

Q. Was the My Butterfly Transformational Beauty System tested for safety?

A. Yes, the My Butterfly Transformational Beauty System has been safety-tested with hundreds of clinical studies participants.

Q. If I am pregnant can I use the My Butterfly Systems?

A. We recommend you speak with your physician.

Q. I have metal implants in my mouth, can I use the My Butterfly Systems?

A. Yes, however you might experience a slight metallic taste which is not harmful.

Q. I have epilepsy, can I use the My Butterfly Systems?

A. No.



Q. Can the My Butterfly Transformational Beauty System be purchased or shipped internationally?

A. The My Butterfly Transformational Beauty System is only available for sale and shipment within the United States, Alaska, Hawaii and Puerto Rico.

Q. What if I buy the My Butterfly Transformational Beauty System and am not satisfied, Can I get a refund?

A. Yes. The My Butterfly Transformational Beauty System comes with a 30-day Money Back Guarantee. If you decide you do not want to keep the My Butterfly Transformational Beauty System for any reason within 30 days of your purchase, simply return it where you purchased it for a full refund. If you purchased the My Butterfly Transformational Beauty System from mybutterflybeauty.com view our Return Policy and follow the instructions.

Q. I've lost the My Butterfly Transformational Beauty System brochure/instructions. How do I get another?

A. Please call Customer Service at 1.855.777.0245, Monday—Friday, 8 a.m.–5 p.m. (PST)