

FAQ

Here you will find an answer to the most frequently asked questions. Can you not find the answer you are looking for here? Please contact us or connect through our Facebook page. Besides that you can always take an appointment for a Learn by Practice course.

Q: Which treatment will suit me?

A: We have designed three different treatment techniques, in order to suit everyone's individual wishes. Ask your lash professional which CT Lashes treatment is right for you.

Q: Do CT Lashes treatments damage my natural lashes?

A: All of our Lash Professionals have been trained according to the highest standards and we only make use of safe and high-quality products. You would thus be able to assume that your natural lashes won't be damaged if you have your treatment performed by an official CT Lash Professional and follow their indications for at home aftercare. Keep in mind however that your natural lashes have an average lifecycle of 90 days. If you will find a natural lash attached to an extension which falls out it could be that this lash has reached the end of its lifecycle and will thus naturally grow back.

Q: Can I still wear make-up after a CT Lashes treatment?

A: Yes you can. We do however advise to avoid waterproof and oil-based make-up and make-up remover around the eye-area, as not to affect the adhesive bonding. This way you will be able to enjoy your lashes for longer. Besides that it is very important to remove your make-up before going to sleep, as to avoid that it will remain in your lash extensions. We also advise to avoid the use of make-up and water around the eye-area up until 24 hours after the treatment to make sure the adhesive bonding has fully settled. Apart from that you can continue with your everyday make-up routine as you normally would.

Q: My own salon doesn't offer all of the CT Lashes treatments, what can I do?

A: With our salon finder you can see exactly which treatments each salon offers. Find out which salon near to you offers the treatment you are looking for.

Q: I'm wearing contacts, can I still make use of CT Lashes extensions?

A: Yes, all of our treatments are suited for people wearing contacts.

Q: What should I do prior to a CT Lashes treatment?

A: A CT Lashes treatment require no preparation from your side, other than deciding upon the look you would want to achieve. All of our treatments start with a personal consultation, this way you will be fully informed on the options and our CT Lash Professional will be able to advise you and tailor the treatment based on your wishes.

Q: Will a CT Lashes treatment be painful?

A: With treatments performed by a CT Lash Professional, you would be able to assume that all treatments are completely pain-free.

Q: How long will my treatment take?

A: This will depend on the selected treatment. Our One-by-one and Premium Volume treatments take up to 90 minutes, while our Express treatments can be completed within only 30 minutes.

Q: How long will the lash extensions last?

A: This will depend on the selected treatment. With our One-by-one and Premium Volume treatments the lashes will last up to 6 weeks. For the best results we do however advise you to go back to your salon for a maintenance treatment for a refill every few weeks. With our Express treatments your lash extensions will last up to 2 weeks, after which your set will have to be removed professionally by your lash expert.

Q: Do I need to get my lash extensions professionally removed?

A: Yes, in order not to damage your natural lashes it is advised to return to your CT Lash Professional for professional removal if desired.

Q: I'm wearing CT Lashes extensions, but they are starting to come off with my natural lashes and it starts to look irregular. What can I do?

A: Your natural lashes are presumably at the end of their natural lifecycle of 90 days and they will start to fall out, extensions attached to those lashes will thus come off as well. Please note that this process is completely natural and is not a sign that your natural lashes are being damaged. To keep your lashes looking full and enjoy your beautiful lashes to the max, we advise to have regular maintenance and refill treatments.

Q: Can my eyes still come into contact with water?

A: We advise to avoid using water around the eye area for the first 8 hours after the application, or even longer if possible. This gives the adhesive bonding the time to dry and settle completely. After those 8 hours you can start using water around the eye area again. When it comes to activities where your lashes would be completely exposed to full submersion in the water, like swimming, we would advise to wait at least for 48 hours.

Q: I have an allergic reaction, what can I do?

A: All of our products are of very high-quality and make use of completely safe materials which makes allergic reactions to CT Lashes treatments very rare. It could however happen that you experience a reaction alike in case of hypersensitivity for one of the materials. In case you experience an allergic reaction around the eye-area which you think might be caused by the application of eyelash extensions, we would like to advise you to go back to the salon and have the lashes professionally removed by them. In case of severe irritation we would also like to advise you to go see your doctor in order to find out what exactly has caused the reaction.