



FYI: *Oxyginberry Beverage* Q & A

In May, our Product of the Month was *Oxyginberry® Beverage*. We've started to see some questions coming in about the product and want to reassure our Distributors.

Q: My *Oxyginberry® Beverage* packets are hard. Are they still okay?

A: Yes. Due to the nature of the ingredients used, the packets can sometimes become a little bit hard. Especially with *Oxyginberry® Beverage* and its cactus and rose ingredients. These ingredients retain more moisture, which can cause the clumping. There is nothing wrong with the product. Simply massage the packet before opening, the product will dissolve normally in liquid.

Q: Does this mean my product is old?

A: No. Due to the nature of the ingredients, this product will sometime appear to be clumpy.

供您參考：「活氧精萃晶顏露」

五月份，我們的促銷產品是「活氧精萃晶顏露」。隨著銷售，經銷商對產品提出了一些問題，在此我們解答一下，望各位經銷商能安心使用。

問：我買的封在包裝袋中的「活氧精萃晶顏露」很硬，這是正常的嗎？

答：是的。因為我們產品使用的都是天然的成分，所以包裝後有時會有點硬。而「活氧精萃晶顏露」中所含的仙人掌和玫瑰成分濕度偏高，所以它更容易結塊，以至變硬。「活氧精萃晶顏露」這項產品沒有任何問題，在開包前您稍微揉捏一下它就會散開，然後再沖泡，它很容易就會融在水中了。

問：「活氧精萃晶顏露」很硬，是不是因為這個產品已存放太久了？

答：不是。因為產品成分是天然的，所以有時會結塊。