

## MADE TO MEASURE QUESTIONNAIRE

The needs of your skin vary not only with age but also with the change of seasons, your personal lifestyle, and your quotidian environment. The choice of skincare products is often influenced by factors that do not meet the real needs of your skin, though. In the vast majority of cases, an over-the-counter, generic, anti-wrinkle or hydrating cream may not be enough to effectively prevent or treat the signs of aging. The **FRAME® Made-to-Measure line** was created to give a scientific, specialized, and personal answer to the needs of your skin, and it represents a revolution in the field of cosmetics and cosmeceuticals, thanks to its innovative approach to skin care. Individualized creams and serums are created one at a time, and they are specifically customized for each of our clients by combining an innovative manufacturing process with our unique **Made-to-Measure system**. The result is a product that perfectly meets the needs of your skin, just like a custom-tailored suit. Our pioneering vision radically sets our process apart from the usual mass cosmetic production. Each product is uniquely crafted using an algorithm that cross-checks scientific skin analysis with the individual variables that affect one's skin health. This is precisely why **FRAME®** creams and serums contain exclusively what your skin really needs, in the exact concentration. Every product is created based on the information we receive from you, obtained through our comprehensive online questionnaire related to your lifestyle and then completed with information about the levels of the three principal characteristics of skin (dryness, oiliness and wrinkles), obtained with the device that we provide you with (**D1**, Bio-Impedance Skin Analyzer).

**\*Sex?**

Male  Female  Transgender

**\*Age? \*Weight? \*Height?**

\_\_\_\_\_

**\*Blood group?**

A  B  AB  0

**\*Where do you live for most of the year? (country)**

\_\_\_\_\_

**\*Do you use aluminium pans and foil for cooking?**

Yes  No

**\*Do you use aluminium pans with Teflon® coating?**

Yes  No

**\*Do you use plastic containers for food without BPA free certification?**

Yes  No

**Are you careful with what you eat?**

Yes  No

**\*Do you have breakfast?**

Yes  No

**\*Do you have 3 main meals a day?**

Yes  No

**\*Do you have 1-3 snacks a day?**

Yes  No

**\*Do you eat between 7-9 portions of fruit and vegetables daily?**

(Note: 1 portion of vegetables is about 80g, 1 portion of fruit is about)

Yes  No

**\*Do you drink tap water?**

Yes  No

**\*Do you drink from plastic bottles?**

Yes  No

**\*How much water/liquids do you drink a day?**

Less than a litre  Between 1/2 litres  More than 2 litres

**\*Do you drink alcohol?**

Regularly  Occasionally  Never

**\*Do you smoke?**

Yes  No

**\*Did you used to smoke?**

Yes  No

**\*Do you have amalgam fillings (also known as silver fillings)?**

Yes  No

**\*Do you feel worse in certain periods of the year?**

Yes  No

**If so, do you feel worse in:**

Spring  Summer  Autumn  Winter

**\*Do you go to bed by 10.30pm?**

Yes  No

**\*Do you often go to bed after midnight?**

Yes  No

**\*Do you fall asleep with the light on?**

Yes  No

**\*Do you sleep with your mobile phone on your bedside table?**

Yes  No

**\*Do you find it difficult to fall asleep?**

Yes  No

**\*Do you wake up during the night and find it difficult to get back to sleep?**

Yes  No

**\*Do you sleep more when you don't have to go to work?**

Yes  No

**\*Do you wake up before 7am?**

Yes  No

**\*Do you manage to sleep 6-7 hours consecutively every night?**

Yes  No

**\*When you wake up, do you feel refreshed?**

Yes  No

**\*Do you have nightmares?**

Yes  No

**\*Do you sleep alone?**

Yes  No

**\*Are you satisfied with the quality of your sleep?**

Yes  No

**\*Do you have any infectious diseases?**

Yes  No

**\*Are you coeliac?**

Yes  No

**You are intolerant to:**

\_\_\_\_\_

**You are allergic to:**

\_\_\_\_\_

**\*Do you sunbathe?**

Yes  No

**\*Do you use sunbeds?**

Often  Occasionally  Never

**\*Do you live in a city?**

Yes  No

**\*Do you work mainly in closed environments?**

- Yes  No

**\*Do you spend a lot of time in air-conditioned environments?**

- Yes  No

**\*Are you exposed to toxic substances or heavy metals?**

- Yes  No

**\*Do you do sport/physical activity weekly?**

- Yes  No

**If so, how long?**

- 30 min from  30 to 60  min over 60 min

**Gym or outdoors?**

- Gym (indoors)  Outdoors

**\*Do you regularly use cosmetics?**

- Yes  No

**\*Do you use a moisturising cream?**

- Yes  No

**\*Do you dye your hair?**

- Yes  No

**Do you have any particular skin problems or diseases?**

Now look at your skin to identify your skin type: you will help us understand better what active ingredients to use to prepare your personalised kit. You can check your skin type following a few simple steps: thoroughly cleanse skin with cotton wool and cleansing milk. Rinse your face thoroughly in order to remove any residues. Leave your skin alone for 15 minutes (do not apply any creams or toners; do not drink coffee or alcohol and do not smoke).

**PHOTOTYPE**

**With a few simple questions we'll try to define your skin phototype to evaluate your genetic sensitivity regarding skin damage and sun exposure. For each category, indicate the option that fits you best.**

**EYE COLOUR:**

- Pale blue, light grey or light green
- Blue, grey or green
- Hazel or light brown
- Dark brown
- Very dark brown

**HAIR COLOUR:**

Here you should consider your natural hair colour in early adulthood (before it may have turned grey).

- Red, strawberry blond or light blond
- Blond
- Dark blond, sandy brown or light brown
- Dark brown
- Black

**SKIN COLOUR:**

- Pale white
- Pale or very fair
- Fair, beige or golden
- Olive or dark
- Very dark or black

**FRECKLES:**

People with fairer skin tend to have more freckles. Think about how many you have on areas of your skin protected from the sun.

- A lot
- Some
- A few
- Hardly any
- None

**REACTION TO SUN EXPOSURE:**

- I always burn. My skin goes red, burns, blisters and peels
- I usually burn. My skin blisters and peels
- I burn a little but nothing really serious happens
- I don't often burn. My skin doesn't usually burn
- I don't burn. My skin never burns

**TAN:**

- I don't tan
- I tan slightly
- I tan and my skin becomes noticeably darker
- I tan darkly
- I already have dark skin but it goes even darker

**SKIN PROPERTIES**

**Individual skin type may change due to external (e.g. climate, skin care) and internal (e.g. medications, hormonal changes) factors over time – it is not static. However, please read the text below, and try to indicate which of this description you consider to be your skin type.**

**Normal skin**

Displays a smooth texture and a rosy, clear surface, with fine pores. There are no visible blemishes, greasy patches or flaky areas. Sebum production, moisture content, keratinisation and desquamation are well-balanced. Normal skin is often found in young persons.

**Dry skin**

Is characterised by a lack of moisture in its corneous layer, resulting in tightness and even flaking. The skin appears dull, especially on the cheeks and around the eyes. It may lack elasticity, with accentuated fine lines and wrinkles. In more severe cases, itching and burning may occur. Extremely dry skin shows signs of cracking and fissuring. Dry skin can be genetically determined or triggered by factors such as climate, cosmetics and medications. It can be a natural consequence of the ageing process, as sebum production slows down.

**Dry skin:** Is characterised by an increased amount of lipids on the skin surface due to overactive sebaceous glands. It is shiny and thick, often with enlarged pores. Oily skin is prone to blackheads and other blemishes. It occurs more often in men than in women, and it predominantly affects adolescents and younger persons.

**Combination skin**

Is rather dry in some parts of the body and oily in other areas. Mixed facial skin tends toward dryness on the cheeks and around the eyes while being oily in the t-zone (nose, forehead, chin). The dry parts and the oily parts require different skin care regimens. This skin type is very common.

**Sensitive skin**

Is not a skin type, but rather a symptom caused by various factors. Patients tend to describe their skin as "sensitive" if it frequently reacts with redness, itching, burning or dryness to the topical application of skin care products. Causes for this condition may be an underlying skin disorder, allergies, contact to irritants in certain products, or the use of inadequate, not skin type-adjusted products. Most commonly, the facial skin is involved.

**Mature skin**

With age, the skin's sebum production slows down, often leading to increased dryness, an accentuation of fine lines and wrinkles, and flakiness. The skin may appear dull, and finally start to itch and burn. In women, the shifting balance of hormones, during menopause causes various changes. As their skin thins considerably after the menopause, women's skin may become more sensitive to sun damage and weather extremes. Another problem is hyperpigmentation, especially in persons with a long history of sun exposure. While it is important to meet the needs of mature skin, it is necessary to keep in mind that not all persons over 40 experience the above-mentioned problems. Therefore different skin care regimens may be necessary in persons of the same age according to their skin type.

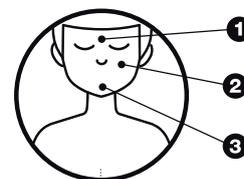
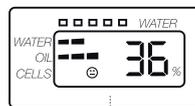
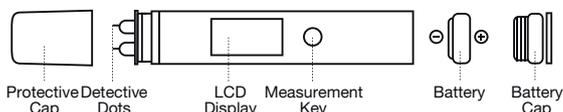
**SKIN PROPERTIES**

**Your biological age does not always correspond to your skin's age. You can be 30 years old but look 40, or 50 years old but not seem any older than 35. It all depends on what condition your skin is in and how you care for and nourish your skin daily. For this reason, it is important that you recognise the external signs of skin ageing in order to be able to counter them effectively. Indicate the option that fits you best.**

- Fine thread veins
- Abundant, prominent thread veins
- It produces a lot of sebum and pores are dilated
- Micro-cysts and a tendency towards acne
- Severe acne
- Acne scars
- Abundant, prominent dark spots
- A few dark spots
- Tendency towards redness and irritation
- Tendency to form wrinkles
- Abundant, deep wrinkles
- Some wrinkles, mainly around the mouth and eyes

In order to proceed, please use the BIA skin analyzer device (D1) to provide us with the latest requested data following the instructions below, as well as filling in the required fields. Sometimes, a member of our scientific board will contact you, to verify your skin health status. We remind you that during and after your treatment you will be able to contact our support staff and any time you need at: [customercare@framecosmetics.com](mailto:customercare@framecosmetics.com).

**D1 / SKIN ANALYZER DEVICE**



**SCORE REFERENCE:**

<b>WATER</b>	<= 31%	32-36%	37-41%	42-46%	>= 47%
% of Water					
<b>Oil</b>	very dry skin	dry skin	normal skin	moisture skin	very moisture skin
Oil score	▬▬▬▬▬	▬▬▬▬▬	▬▬▬▬▬	▬▬▬▬▬	▬▬▬▬▬
Skin type	very dry skin	dry skin	normal skin	oil skin	very oil skin
<b>CELLS</b>	☹	☹	☺	☺	☺
Cells score					
Skin type	rough	rough than average	average	soften than average	good

**HOW TO READ:**

- WATER** Water means moisture/water level of skin.
- OIL** Oil means oiliness level of skin.
- CELLS** Cells means thickness of skin.
- ICONS** Icons are shown from left to right. For water and oil, the higher the levels, the more icons are shown. Cell facial expression indicates the skin's roughness or softness.

**SPECIFICATIONS:**

Measurement method: Bio-Impedance Analysis / Display: LCD Measurement range: Water from 25% to 55% / Battery: LR-44 x 1pcs Operating temperature: + 10 °C ~ + 40 °C / Battery life: Approx. 1,000 times measurement

**SPOT 1**

**WATER**  
Moisture/water level of skin  
%  
\_\_\_\_\_

- OIL**
- Very dry skin
  - Dry skin
  - Normal skin
  - Oil skin
  - Very oil skin

- CELLS**
- Rough
  - Rough than average
  - Average
  - Soften tha average
  - Good

**SPOT 2**

**WATER**  
Moisture/water level of skin  
%  
\_\_\_\_\_

- OIL**
- Very dry skin
  - Dry skin
  - Normal skin
  - Oil skin
  - Very oil skin

- CELLS**
- Rough
  - Rough than average
  - Average
  - Soften tha average
  - Good

**SPOT 3**

**WATER**  
Moisture/water level of skin  
%  
\_\_\_\_\_

- OIL**
- Very dry skin
  - Dry skin
  - Normal skin
  - Oil skin
  - Very oil skin

- CELLS**
- Rough
  - Rough than average
  - Average
  - Soften tha average
  - Good

\*Name \_\_\_\_\_

\*Surname \_\_\_\_\_

\*City \_\_\_\_\_

\*Postal code \_\_\_\_\_

\*E-mail address \_\_\_\_\_

\*Address \_\_\_\_\_

\*State / Province / Region \_\_\_\_\_

**PRIVACY**

In compliance with the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, I hereby authorize the recipient of this document to use and process my personal details for the purpose of defining a made-to-measure product line for myself and I confirm to have been informed of my rights in accordance to the above mentioned decree."

I consent to the processing of my personal data for sending information and promotional material on Frame s.r.l. services.

Data / / \_\_\_\_\_

Note: The careful handling of person-related data is of central importance for us. We store person-related data for as long as it is necessary to perform a service that you have requested. You, therefore, agree that we may also use the person-related data that you submit for processing the respective business transaction or, communicate your person-related data to third parties like laboratories, skincare specialists etc. If third-party providers have access to these data, the protection of your person-related data is always assured by corresponding contracts and restrictions of purpose. Needless to say, you can at any time revoke your permission for the use and processing of your data. In order to collect and process the person-related data you provided us in the above questionnaire as well as through the e-mails we eventually will exchange with you, we need your authorisation.