



**FINAL REPORT
QUALITY AND SATISFACTION SURVEY**

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Title:	"Survey to determine the degree of satisfaction with the use of the products: <i>AETHEION ZC30</i> anti-aging cream and <i>TOPICALS 2+</i> nutritional lotion".
Name of the products:	Anti-Aging Cream: AETHEION ZC30 Nutritional Lotion: 2+ TOPICALS.
Venue for the application of the survey:	2ª Cerrada de av. del Imán manzana no. 3, lote no. 27, colonia pedregal de la zorra, delegación Coyoacán, Mexico City, C.P. 04660.
Principal Investigator:	Dr. Susana Tera Ponce
Quality Assurance Manager:	QFB. Beatriz Armendáriz Guillén
Responsible for Statistics:	QA. Oscar Héctor Mercado Servín
Sanitary Responsible:	Dr. Efrén Alejandro Alonso Castro
Dates of application of the products:	06-FEB-21 to 20-FEB-21 07-FEB-21 to 21-FEB-21 08-FEB-21 to 22-FEB-21
Statistical analysis dates:	23-FEB-21 to 26-FEB-21
Date of issuance of the Final Report of results:	05-MAR-21



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SUMMARY

A quality and satisfaction survey was conducted on *AETHEION ZC30 Anti-Aging Cream* Lot: **250520**, expiration date: **05/2022** and *2+ TOPICALS Nutritional Lotion*, lot **031219**, expiration date **12/2021**. Both products are distributed in Mexico by Chem Cream S.A. P.I. de C.V.

Twenty people of both sexes were invited to participate in the survey. Prior to answering the survey, the participants were examined by a physician to verify the conditions prior to the application of the products; they were also questioned about probable allergies to cosmetic products and about the current use of skin products for the face, body, and hands. The information obtained in the pre-treatment quality and satisfaction survey was documented. The use of skin products was explained in detail.

Both products were applied at night, after bathing, for 14 nights and the effects were evaluated on day 15. The 14 days after application, on 3 subjects a brief tingling sensation on the face and neck was experienced after applying the product.

All the information obtained was processed using Excel for Microsoft 365 MSO tools. The responses to each of the survey items were recorded. Statistical tools were used for data processing. The evaluations came from a closed scale for further analysis.

Results: The results found show that the attributes measured on the skin of the subjects show a beneficial effect and acceptance by the user for the *AETHEION ZC30 Anti-Aging Cream* and *2+ TOPICALS* nutritional lotion and that they are satisfied with the use of the products.



INTRODUCTION

AETHEION ZC30 Anti-Aging Cream and *TOPICALS 2+* Nutritional Lotion are two cosmetic products distributed in Mexico by Chem Cream S.A. P.I. de C.V.

Chem Cream S.A.P.I. de C.V. needs to know the degree of satisfaction in Mexican people over 45 years of age after using both products on the skin of the face, body and hands that already show signs of aging.

The nutritional effect produced by both products described above is associated with the concentration of Mg, Cu and Zn, as well as the cosmetic effects, demonstrated in multiple studies that have been carried out. These formulations developed by the company Chem Cream S.A.P.I. de C.V. and manufactured by Induquem S. de R.L. de C.V. reduces the signs of aging of the skin, face, hands and body.

A quality and satisfaction survey was conducted after applying the product for 14 days.

The quality and satisfaction survey was conducted to obtain sensitive information, which does not require manipulation of study variables or experimental study environment. This survey was observational, and the information obtained from it is not reproducible, however, it is a preamble to future research on both cosmetic products through controlled clinical studies.

All products were provided free of charge to the participants, as well as the pre-use and post-use evaluation.

DEVELOPMENT OF THE SURVEY

The documents were elaborated as tools to obtain valuable information without experimental intervention, which allowed us to know the degree of satisfaction of men and women at least 45 years of age and without any other particular health characteristics or issues.

In order to ensure the baseline status (before the application), some questions were asked related to chronic infectious and non-infectious diseases, as well as allergic history to other cosmetic products and / or medications (See Annex 1. Medical history). In addition, a skin evaluation scale was structured to perform the measurements according to the comments of the women and men participants and finally the quality and satisfaction survey that was answered on day 15 (after 14 days of



application), also included in this information were the instructions for use prepared by the sponsor; the documents are listed below.

1. Medical History (See Annex 1).
 - a. It includes the skin assessment scale. It has 3 modalities: Face-neck (décolleté area), body and hands.
2. Satisfaction evaluation (See Annex 2).
3. Quality Survey (See Annex 3).
4. Instructions for use (See Annex 4).

The Skin Evaluation Scale (Face and neck (décolleté area), body and hands) considered the following Items (questions), for the evaluation of skin characteristics before and after the use of both products, on a scale from 0 to 10 (See Annex 2), the information related to skin aging, which was used to elaborate the questionnaire was obtained from LOZADA S. *et al* (2010) and PINSKY (2017):

Wrinkles	Yellowish coloration
Deep grooves	Stains
Hyperpigmentation	Open pores
Density decrease	Black spots
Dehydration	Acne
Brightness	Sebaceous hyperplasia
Flaccidity	Solar lentigines (skin spots)
Tone	Telangiectasias (small dilated blood vessels)
Firmness	Fibrosis (excess tissue)
Pallor	Others

The Satisfaction Survey considered the items necessary for the users' evaluation of the characteristics of their skin, before and 14 days after the daily application of the products (See Annex 2).

The Quality Survey considered the necessary items to evaluate the perception of the participants after the use of both products (See Annex 3).

Once the documents were obtained, the invitation was sent personally to each participant, so no advertisements or commercials were necessary.

MEDICAL HISTORY

Twenty participants (10 men and 10 women) were selected, and their medical history was taken:



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- All participants were individually questioned, detailed about the ingredients of both products, had their skin checked and classified into normal, dry, oily or combination skin of the face, neck (décolleté area), body and hands. Everything was documented in the aforementioned documents.
- Vital signs (blood pressure, heart rate, respiratory rate and body temperature) and somatometry were measured in order to know the surveyed population, but also to ensure that the participants were not exposed to the application of two cosmetic products that will definitely be placed on their skin and to avoid any risk to their health.
- A section for skin evaluation by a physician was included in the medical history and was filled out prior to use and on day 15 (after 14 days of administration).
- All participants were informed that this process was a survey and not a controlled clinical study, because as this is a cosmetologically product approved in Mexico for sale, this type of study was not required and also because no manipulation would be done on their bodies, blood, etc.; it was made clear to them that the information obtained from them is confidential and that, should they need to publish it or use it for marketing, they will be asked to authorize this process and they all accepted.
- The indications for use of each product were explained in detail and the instructions were given and explained to them. Everyone understood the correct way of application for each product.
- The application was carried out after bathing for 14 nights, and after the application, a 15-minute wait was made before putting on clothes or going to sleep, in order to favor the absorption of both products in the applied areas.

TELEPHONE FOLLOW-UP

- All participants were followed up by telephone from day 2 until day 14, to ensure daily application and to be aware of any adverse reactions during this process.

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- At the end of 14 days of application, the volunteers were summoned on the 15th day for the evaluation by the physician (documented in the Medical History, section on the evaluation of the skin of the face and neck (neckline area), body and hands).



- Each participant was given the Quality and Satisfaction Evaluation Survey to answer.

DESCRIPTION OF COSMETIC PRODUCTS

The cosmetic products used during the survey are described below.

Product	Anti-Aging Cream	Nutritional lotion
Name	AETHEION ZC30	2+ TOPICALS
Lot	250520	031219
Expiration	05/2022	12/2021

Table No. 1 Identification of cosmetic products.

SURVEY PROCESS

- The survey started on February 06, 2021 (18 participants), February 08, 2021 (1 participant) and February 09, 2021 (1 participant).
- **Day 1.**
 - The medical history was documented
 - Application of initial Satisfaction Evaluation, each participant answered according to the characteristics of their skin.
 - Both products described in Table 1 were delivered.
- **Day 2 to 14.**
 - Application of the products.
 - Telephone follow-up
- **Day 15.**
 - Application of the Quality Survey and Satisfaction Evaluation to each participant.
 - Medical evaluation documented in the medical history of each participant.

A participation file was generated for all participants, which will be kept at the facilities of Unidad Clínica Farmacológica Bioemagno, S. A. de C. V., S. A. de C. V., according to internal procedures. in accordance with internal procedures.

A working database was prepared and updated from day 1 to day 14, and this information was used for statistical analysis.



DESCRIPTION OF THE STATISTICAL ANALYSIS

With the results of the three documents, the database obtained on day 1 and day 14 was formed with the help of Excel for Microsoft 365 MSO, the database was verified by the Quality Assurance area before processing the recorded data. A χ^2 test with a significance level of 0.05% was used. The process is described below:

A. Descriptive Statistics

The statistical analysis (descriptive) of age, sex, skin type and somatometry was performed, as well as all the data obtained from the frequency of response of each item of the 3 documents described above and percentages of response between the condition before the application and day 15 after the end of treatment (day 14), for each item.

B. Analysis of results

Data obtained from the surveys were subjected to a χ^2 test with a significance level of 0.05%.

RESULTS

The results of the 20 respondents were included, of which only 19 completed the 14-day treatment. Respondent number 14, a woman, left the study after 8 days of application; she did not present any discomfort during the telephone follow-up during those days, which suggests that she left for other personal reasons. Her information will be analyzed and discussed separately.

Descriptive Statistics of Demographic Variables.

The following are the results of the descriptive statistical analysis of the demographic variables (see Table 2) of all the participants in the survey. The average age was 57.85 years, weight 71.29, height 1.63 and Body Mass Index (BMI) of 26.68, which suggests that the average of the surveyed population is not overweight, however, 4 participants are overweight and 3 obese and although it is not the subject of this survey, it is always important to highlight data that can put any population at risk, therefore, it is only informative.



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User	Sex	Age (years)	Weight (kg)	Size (m)	BMI	Waist (cm)	Hip (cm)
1	F	74	60.0	1.51	26.3	88	97
2	F	48	89.0	1.78	28.1	105	106
3	F	75	44.0	1.44	21.2	84	94
4	M	79	59.0	1.56	24.2	88	89
5	M	47	67.0	1.65	24.6	87	100
6	M	63	55.7	1.68	19.5	75	84
7	F	55	76.0	1.63	28.6	96	97
8	F	53	70.0	1.58	28.0	91	100
9	F	55	77.0	1.71	26.3	100	98
10	F	50	88.0	1.59	34.8	106	115
11	M	55	96.0	1.84	28.4	101	100
12	M	59	59.0	1.58	23.6	84	95
13	F	61	66.0	1.54	27.8	97	105
14	M	47	79.0	1.58	31.6	106	113
15	F	49	59.0	1.55	24.6	80	95
16	M	53	95.0	1.71	32.5	100	98
17	M	54	58	1.49	26.1	85	92
18	M	63	68	1.7	23.5	90	102
19	F	47	96	1.77	30.6	108	109
20	M	70	64	1.66	23.2	72	74
Media (±D.E)		57.85 (±9.97)	71.29 (±15.12)	1.63 (±0.10)	26.68 (±3.83)	92.15 (±10.60)	98.15 (±9.46)

kg. Kilogram. m. meter. cm. Centimeter. BMI. Body Mass Index. S.D. Standard deviation

Table No. 2 Demographic data of survey participants.

Within the History the 20 respondents were questioned, and vital signs were measured, the latter were within normal parameters for age, sex and personal pathological history.

It was found that the surveyed population presented non-infectious chronic diseases and 4 of them had a history of non-severe COVID-19 (See Table 3), all those who had any of these diseases were compensated and under pharmacological and medical treatment.



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Pathological History	Number of Affected Users
Arterial Hypertension	6
Diabetes Mellitus	3
Overweight	6
Obesity	2
Thyroid Disease	2
Heart Disease	3
Digestive Disease	1
COVID19 infection	4
Another	4

Table No. 3 Non-Pathological Personal History of the surveyed population.

All participants report perceiving their skin as more normal, despite having had mixed, dry or oily skin. The results of the Quality Survey are shown in Table No. 4, considering the median of the responses.

QUESTION	MARKER
The information on the indications for use was	Good
The amount measured with the spoon was	Good
The amount of anti-aging cream for the 14 days was as follows	Good
The duration of the one-day effect at the application site was	Good
The information on the indications for use was	Very Good
The use of the applicator resulted in	Very Good
The amount of solution dispensed by the atomizer was	Good
The amount of solution contained in the bottle for the 14 days was as follows	Enough
The duration of the one-day effect at the site of application of the nutritional lotion was	Good
The color of the anti-aging cream seemed to him	Good
The consistency of the anti-aging cream was	Good
The smell of the anti-aging cream was	Good
The texture of the anti-aging cream was	Good
The absorption of the anti-aging cream was	Enough
The duration of the odor on the pixel was	Enough
Smooth skin after use of the anti-aging cream	Enough
Feeling of dry skin after using the anti-aging cream	Good
He found the color of the nutritional lotion to be	Good
The consistency of the nutritional lotion was	Very Good
The smell of the nutritional lotion was	Enough
The texture of the nutritional lotion was	Good
Absorption of nutritional lotion	Good
The duration of the odor on the skin was	Enough
Soft feeling on the skin after using the nutritional lotion	Good
Feeling of dry skin after using the nutritional lotion	Enough

Table No. 4 Results of the Quality Survey.



In this document we will comment on the relevant item regarding the effect of both products, considering the condition before and after 14 days of application (day 15), the statistical report will detail the analysis of all results.

ANTI-AGING CREAM AETHEION ZC30

Evaluation of the skin of the face and neck (décolleté area).

The skin type on the face and neck (cleavage area) was asked (see Table 5) and was reviewed to homologate the information coming from the respondent and the interviewer on day 1 prior to the night application and on day 15, after the last application on day 14 at night, and the following information was obtained:

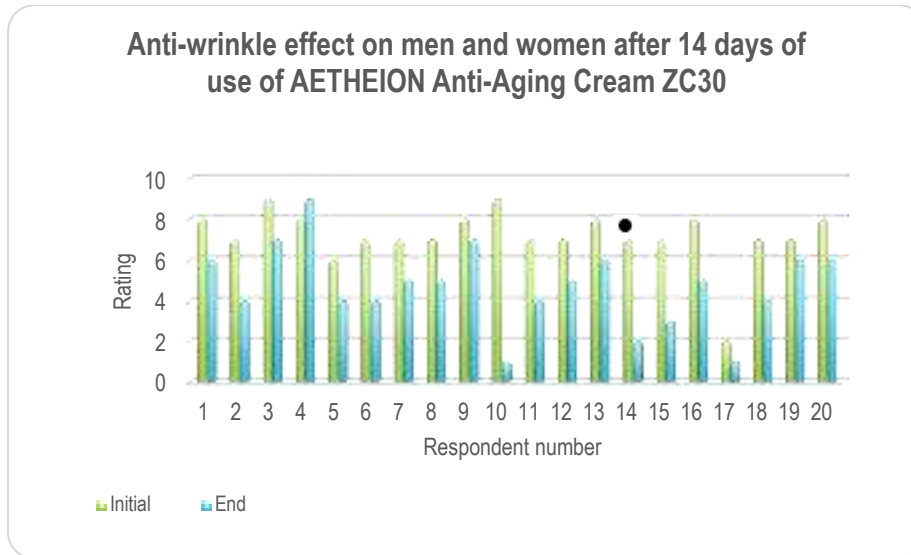
Skin Type	Day 1 Pre-application (%)	Day 15 Post application (%)
Dry	25	20
Mixed	60	5
Grease	15	5
Normal	0	70

Table No. 5. Skin type on the face, neck (décolleté area).

It is observed that the skin type changed towards normal skin (70%), dry skin was only modified by 5%, combination skin 55% and oily skin 10%, in summary, there was an improvement in the quality of the skin before and after using the AETHEION ZC30 Anti-Aging Cream.

The most relevant items (wrinkles, furrows, hydration and luminosity) were evaluated in relation to the skin aging process and considering that both products nourish the skin, improve its metabolism and protect it with their antioxidant effect; the results obtained from the satisfaction and quality survey of the face, neck (décolleté area), body and hands are described below.

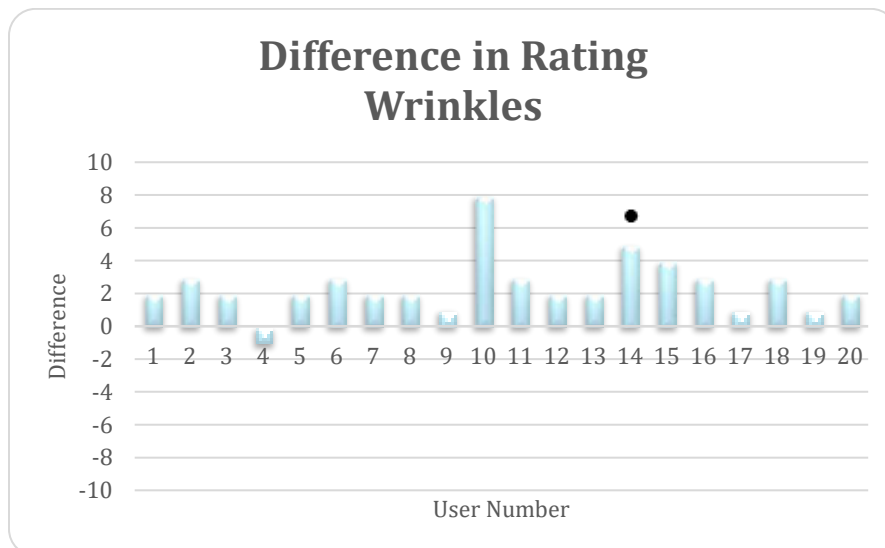
Graph 1 to 8 shows the results of the application of the AETHEION ZC30 Anti-Aging cream on the face and neck (décolleté area) and its effect on the skin after application for 14 days. It can be seen that respondent number 4 had the lowest response and respondent number 10 had the best results.



Graph No. 1. Medical evaluation of wrinkles on the face and neck (décolleté area) after the use of AETHEION ZC30 Anti-Aging Cream for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.

The difference between before and after the application of the AETHEION ZC30 Anti-Aging Cream of the respondents is made.

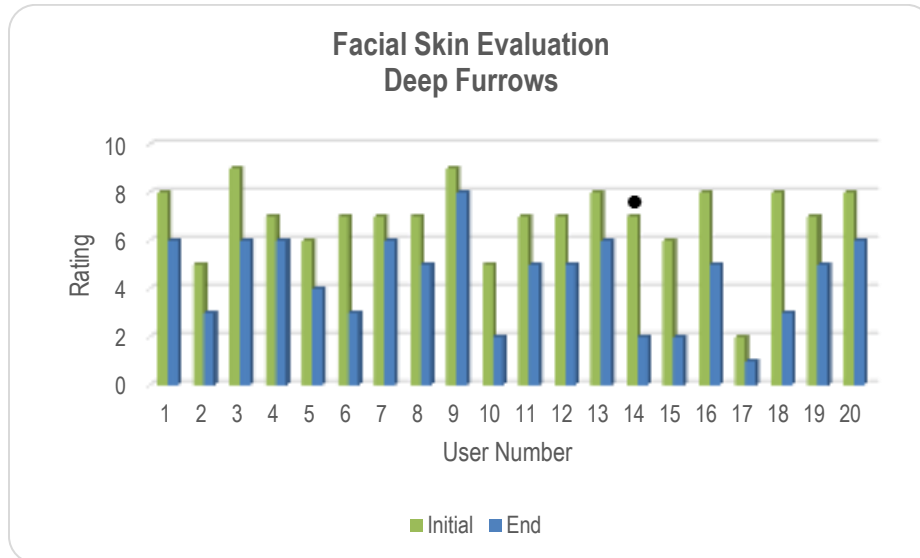


Graph No. 2. Evaluation of the difference in the effect of wrinkles on the face and neck (décolleté area) before and after the use of AETHEION ZC30 Anti-Aging Cream for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.

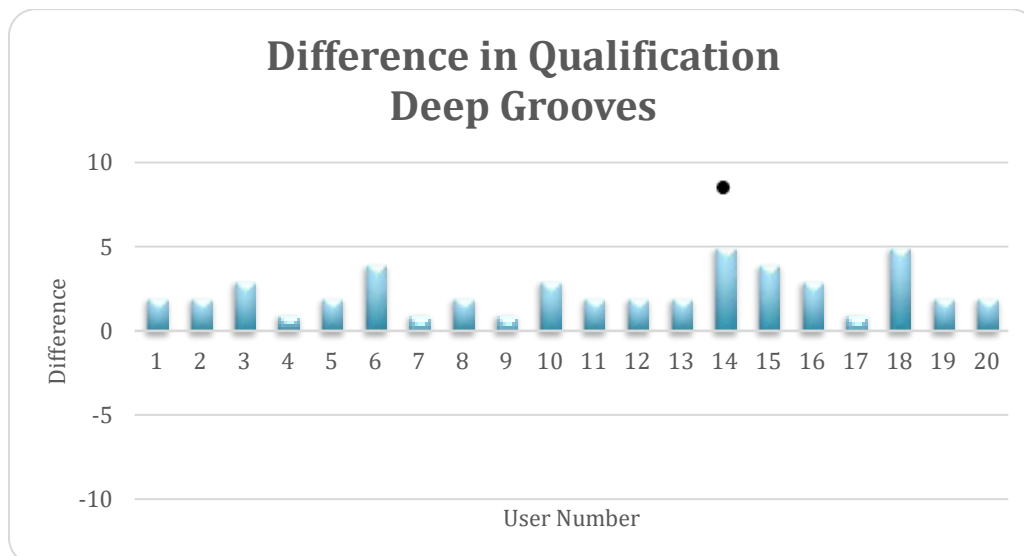


Respondent number 10, presented the largest difference and number 4 the smallest, however, in both cases, the quality survey favors the use of the product.



Graph No. 3. Evaluation of the furrows on the face, neck (décolleté area) after the use of AETHEION ZC30 Anti-Aging Cream for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.

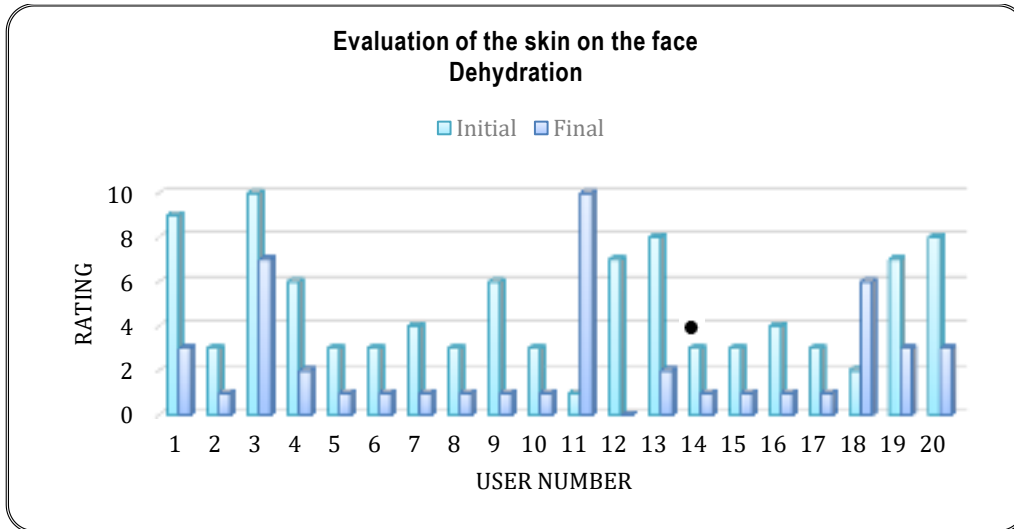


Graph No. 4. Evaluation of the difference in the effect on the furrows of the face, neck (décolleté area) after the use of AETHEION ZC30 Anti-Aging Cream for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.

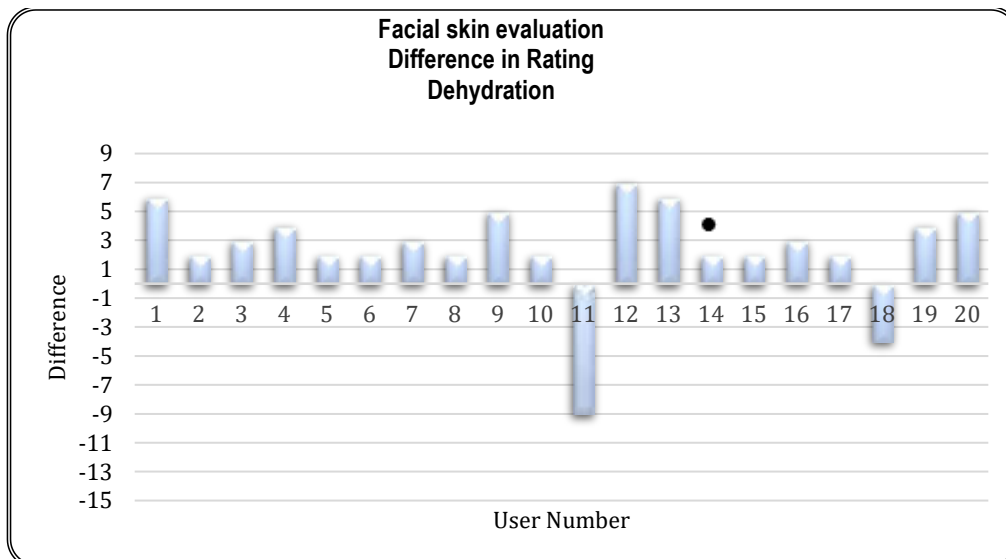


The difference in deep furrows is smaller than in wrinkles, because, in the physical evaluation, they had fewer furrows than wrinkles.



Graph No. 5. Evaluation of dehydration on the face, neck (décolleté area) after the use of AETHEION ZC30 Anti-Aging Cream for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.

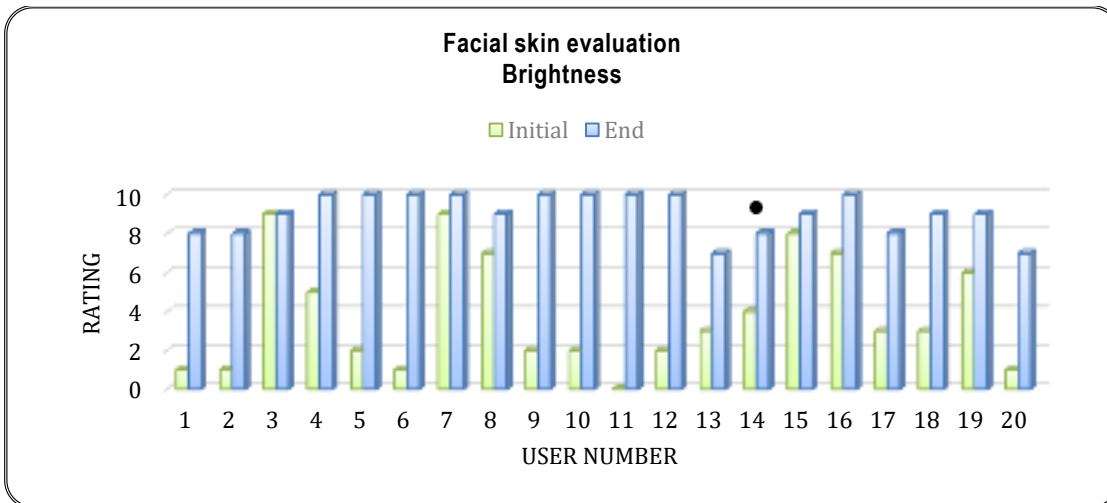


Graph No. 6. Evaluation of the difference in the effect on the furrows of the face, neck (décolleté area) after the use of AETHEION ZC30 Anti-Aging Cream for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.

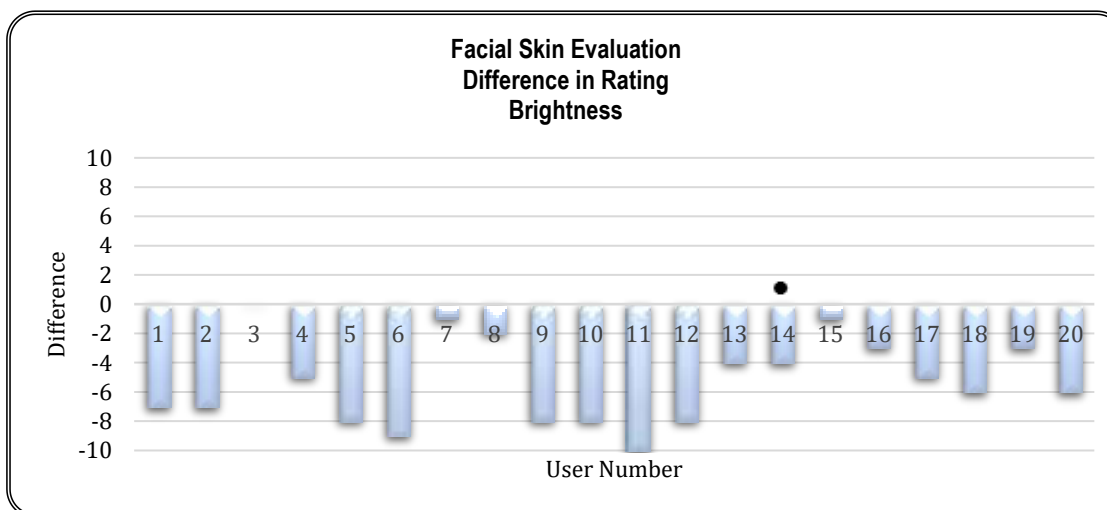


The degree of dehydration was one of the items that obtained a higher score, and clearly shows the change towards the state of hydration compared to before using the product, it is the first manifestation of acceptance by the respondents, as it is the first characteristic of the skin that is modified from the first day of application of the AETHEION ZC30 Anti-Aging cream.



Graph No. 7. Evaluation of dehydration on the face, neck (décolleté area) after the use of AETHEION ZC30 Anti-Aging Cream for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.



Graph No. 8. Evaluation of the difference in the effect of dehydration of the face and neck (décolleté area) after the use of AETHEION ZC30 Anti-Aging Cream for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.



The brightness effect was variable among the respondents, and except for participant number 3, who had brightness, and therefore no change, this effect was perceived and welcomed by all.

The differences found in the most representative items demonstrate the anti-wrinkle effect, luminosity and improvement in skin hydration after 14 days of use.

NUTRITIONAL LOTION 2+ TOPICALS

Body Skin Evaluation.

The following comparison is the Clinical History information obtained for the 2+ TOPICALS nutritional lotion in the Body Skin Assessment, the results of the descriptive statistics are shown in Table No. 6.

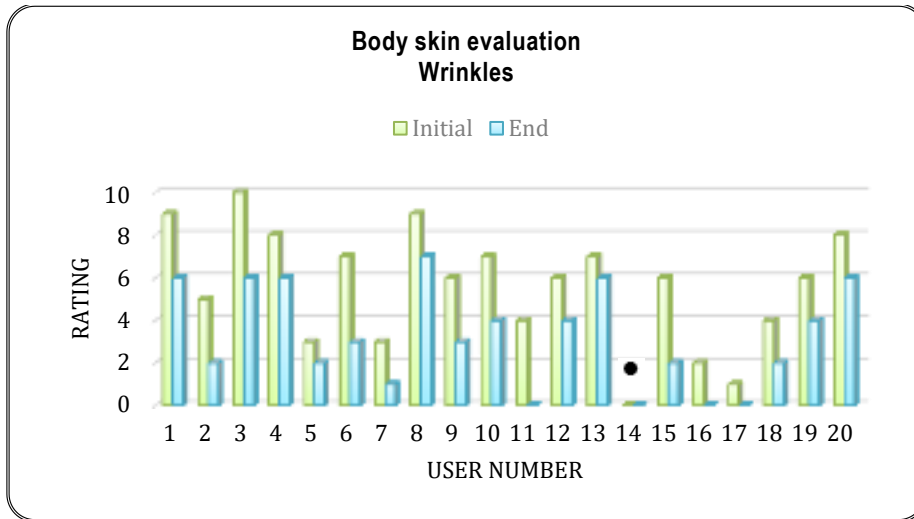
Skin Type	Day 1 Pre-application (%)	Day 15 Post application (%)
Dry	30	15
Mixed	55	5
Grease	10	5
Normal	5	75

Table No. 6. Body skin type.

It is observed that the change of skin type towards normal skin was high (70%), dry skin was only modified by 15%, combination skin 50% and oily skin 5%, in summary, there was an improvement in the quality of the skin considering the before and after using TOPICALS 2+ Nutritional Lotion.

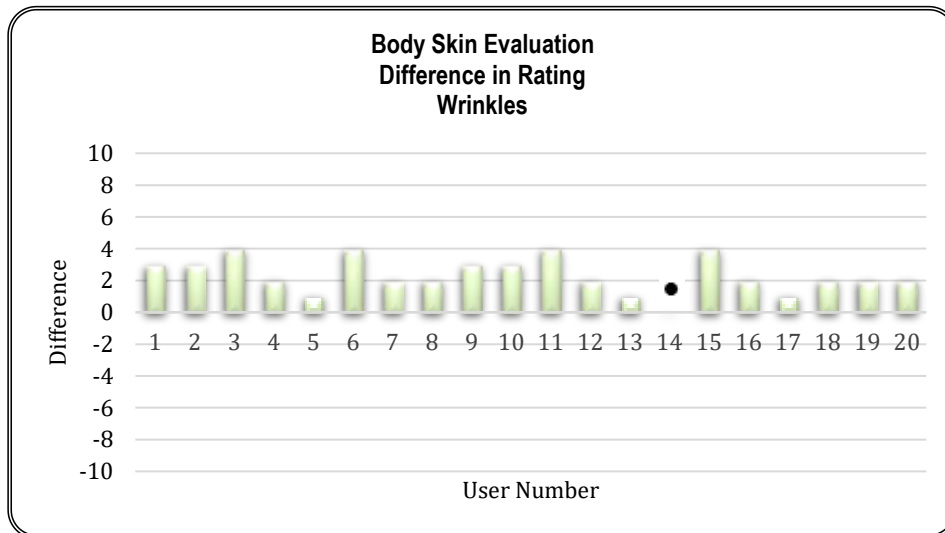
The results with respect to the face are different, because the percentage of water and fat are different, and also the aging process is different. However, 3 of the respondents reported in their comments that they applied the product on the abdominal stretch marks they obtained after their pregnancies and that with no previous treatment they had a positive response, an improvement in hydration and reduction of the stretch marks. These results suggest that, in similar cases, administration for more than 14 days could improve the condition of stretch marks.

Graphs No. 9 and 10 show the results of the application of the Nutritional Lotion 2+ TOPICALS on the body and its effect on the skin after application for 14 days. In this case, unlike the face, neck and décolleté area, the areas that responded least to the dermatological treatment were the wrinkles, as shown in the following graphs.



Graph No. 9. Evaluation of wrinkles after using TOPICALS Nutritional Lotion 2+ for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.



Evaluation of the difference in the effect on body wrinkles before and after the use of TOPICALS Nutritional Lotion 2+ for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.

The modification of wrinkles in the body skin was slower, compared to the face, neck and décolleté area, because it is a more extensive and deeper area, so it requires more treatment time to give similar responses to the Anti-Aging cream, as all have incipient differences and some as respondent 3, 11 and 15 more sustained responses.

Hand Skin Evaluation.



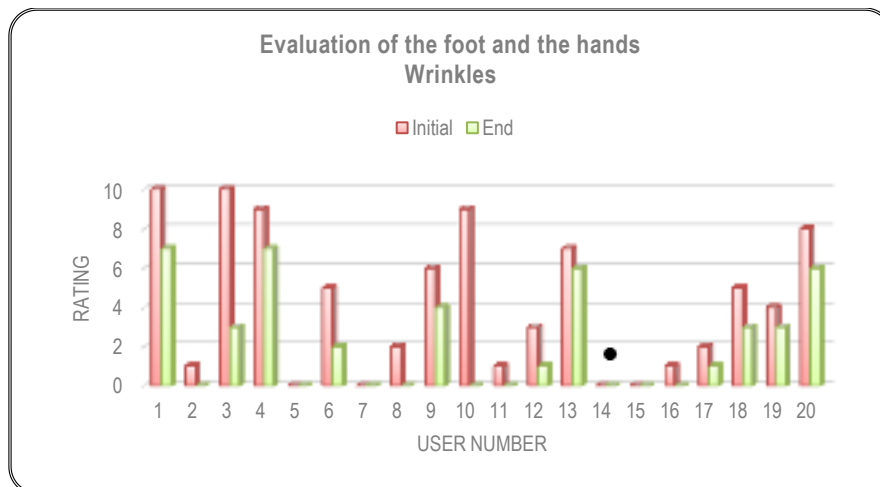
The following comparison is the Clinical History information obtained for the 2+ TOPICALS nutritional lotion in the Skin Assessment on both hands, the results of the descriptive statistics are shown in the next Table No. 7.

Skin Type	Day 1 Pre-application (%)	Day 15 Post application (%)
Dry	30	15
Mixed	55	5
Grease	10	5
Normal	5	75

Table No. 7. Skin type on both hands.

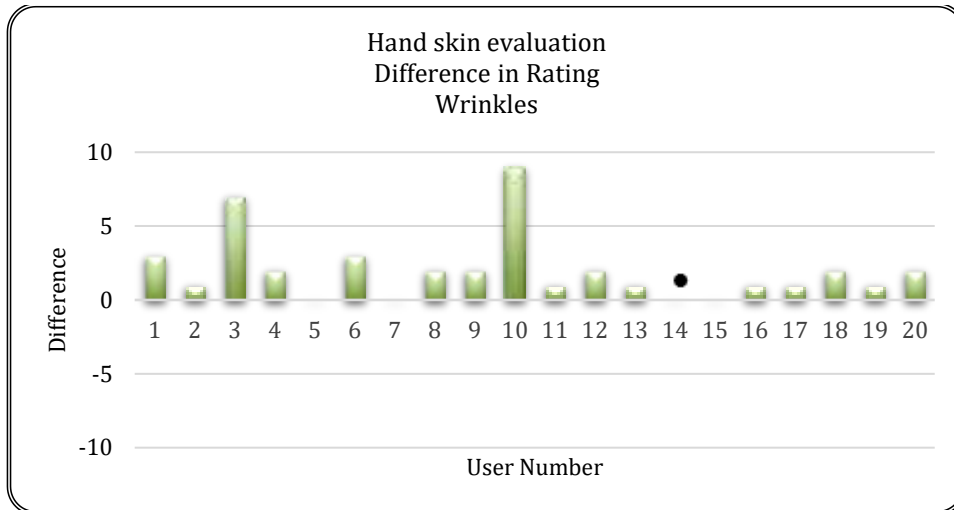
It is observed that the change in skin type towards normal skin was high (5%), dry skin was only modified by 15%, combination skin 50% and oily skin 5%, in summary, there was an improvement in skin quality considering the before and after using TOPICALS Nutritional Lotion 2+.

Graphs 11 to 14 show the results of the application of the 2+TOPICALS nutritional lotion on the body and its effect on the skin after application for 14 days.



Evaluation of wrinkles on hands after using TOPICALS Nutritional Lotion 2+ for 14 days.

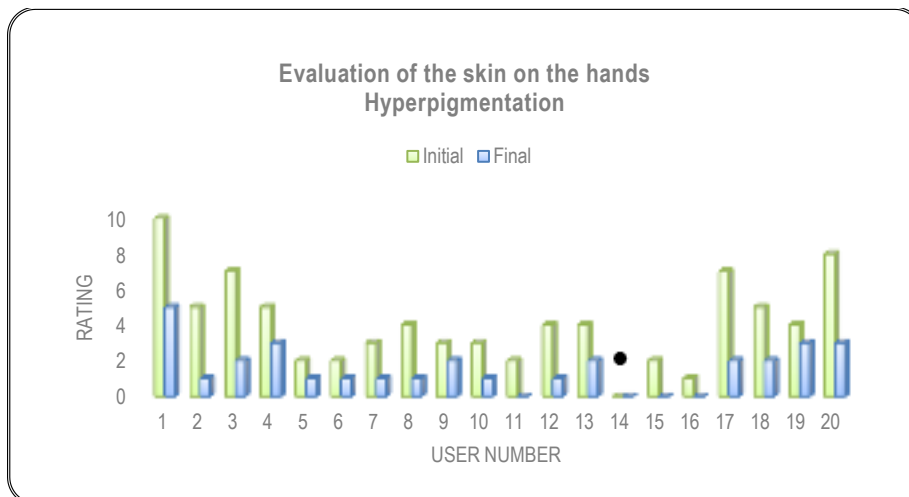
- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.



Evaluation of the difference in the effect of wrinkles on hands before and after the use of TOPICALS Nutritional Lotion 2+ for 14 days.

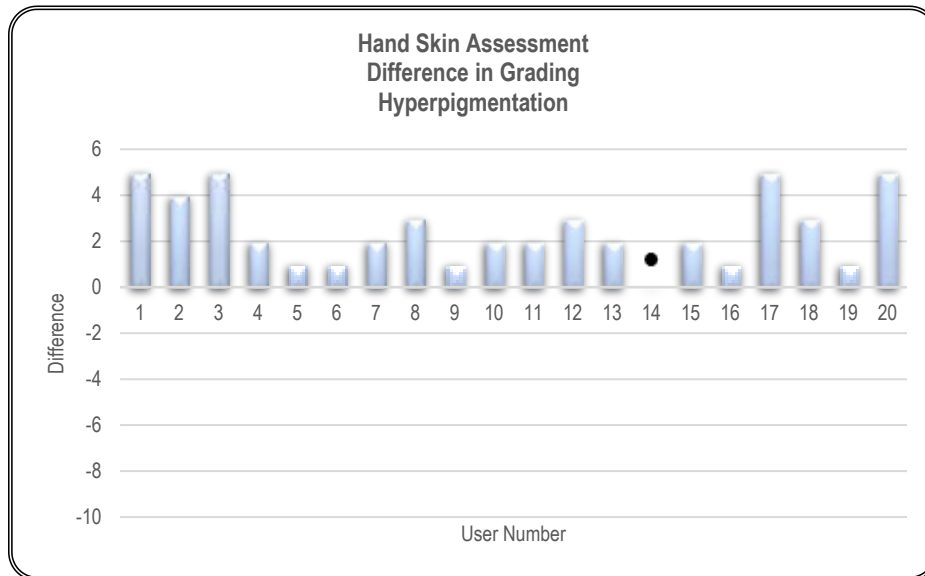
- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.

This was the most relevant item, although hyperpigmentation did not generate the widest difference, users perceived it as very good, because it was not reduced with other products they had used before.



Evaluation of hyperpigmentation after the use of TOPICALS Nutritional Lotion 2+ for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.



Graph No. 14. Evaluation of the difference in the anti-hyperpigmentation effect on hands before and after the use of TOPICALS Nutritional Lotion 2+ for 14 days.

- Respondent No. 14 did not complete the 14 days of application, she only reached the eighth day.

Adding the anti-wrinkle effect to the hypopigmentation effect, the hands look younger than they did before the treatment.

Other items such as hydration, tone and firmness, also show a significant difference at the end of the 14 days of use of TOPICALS Nutritional Lotion 2+, this description is detailed in the statistical report.

Analysis of the Quality Survey.

At the end of the study, a quality survey related to the characteristics of the products was applied, with a closed scale, different questions were rated. The closed scale was as follows:

Scale	Marker
1	Insufficient
2	Not Enough
3	Enough
4	Good
5	Very Good

Table No. 8. Rating scale in the Quality Survey.

The results are presented considering the median of the responses.



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QUESTION	MARKER
The information on the indications for use was	Good
The amount measured with the spoon was	Good
The amount of anti-aging cream for the 14 days was as follows	Good
The duration of the one-day effect at the application site was	Good
The information on the indications for use was	Very Good
The use of the applicator resulted in	Very Good
The amount of solution dispensed by the atomizer was	Good
The amount of solution contained in the bottle for the 14 days was as follows	Enough
The duration of the one-day effect at the site of application of the nutritional lotion was	Good
The color of the anti-aging cream seemed to him	Good
The consistency of the anti-aging cream was	Good
The smell of the anti-aging cream was	Good
The texture of the anti-aging cream was	Good
The absorption of the anti-aging cream was	Enough
The duration of the odor on the skin was	Enough
Smooth skin after use of the anti-aging cream	Enough
Feeling of dry skin after using the anti-aging cream	Good
He found the color of the nutritional lotion to be	Good
The consistency of the nutritional lotion was	Very Good
The smell of the nutritional lotion was	Enough
The texture of the nutritional lotion was	Good
Absorption of nutritional lotion	Good
The duration of the odor on the skin was	Enough
Soft feeling on the skin after using the nutritional lotion	Good
Feeling of dry skin after using the nutritional lotion	Enough

Table No. 9. Results of the Quality Survey.

CONCLUSIONS

1. The results of the quality and satisfaction survey in the items for the skin on the face and neck (décolleté area) showed positive data on acceptance and satisfaction of the AETHEION ZC30 Anti-Aging Cream as a product that provides improvement of skin quality.
2. The results of the quality and satisfaction survey for both the application on the skin of the Body and Hands showed positive data on acceptance and satisfaction for the product 2+ TOPICALS Nutritional Lotion.



3. In one case a woman had a discreet rash, because she used TOPICALS Nutritional Lotion 2+ instead of AETHEION ZC30 Anti-Aging cream, the use was corrected, and the rash disappeared, and she continued with the application of the product.
4. In another case, a woman presented an itching sensation on the skin of the face and neck, which disappeared in days without the need to remove the product.
5. One woman presented itching sensation and discreet rash on her hands, she did not withdraw the use of TOPICALS Nutritional Lotion 2+ and it disappeared on its own without requiring any treatment and she did not discontinue the product.

ANNEXES

1. Medical History
2. Satisfaction Evaluation
3. Quality Survey
4. Instructions for Use

LIST OF BIBLIOGRAPHIC REFERENCES

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