

Frequently Asked Questions

dōTERRA Clean Shampoos & Conditioners Exclusive to Australia and New Zealand

What hair types are these products suitable for?

Our clean shampoos & conditioners are suitable for all hair types.

Can I use these products daily?

Yes. Our clean shampoos & conditioners are safe to use every day. How often you choose to wash your hair is a personal preference and can vary between individuals. For most hair types you may be able to go 2-3 days or longer between washes.

How much product should I use?

Use only a small amount (one or two pumps is usually suitable). Depending on your hair type and length, simply add slightly more as required.

Should the shampoo create a foam in order to cleanse properly?

Our shampoos use naturally-derived ingredients and a SLS-free formulation, which creates a lightly-foaming shampoo. This does not impact the shampoo's effectiveness and adding more product is not necessary for a proper clean. For best results, we always recommend finishing with dōTERRA Uplifting or Calming Conditioner.

Are these products safe for colour-treated hair?

Our clean shampoos & conditioners are perfect for colour-treated hair.

How clean and safe are the ingredients?

Our clean shampoos & conditioners are free from sulfates, silicones, parabens, synthetic preservatives, phthalates, phenoxyethanol, and petrochemicals. They have been clinically tested and dermatologically approved to be safe and kind to your skin. Our CPTG essential oils are strenuously tested to be unadulterated and free from pesticides, fillers, metals, and other un-natural compounds, providing you with the highest possible standards of purity.

Are the ingredients safe for my skin?

Yes! Our clean shampoos & conditioners have been clinically tested and are dermatologically approved to be safe and kind to your skin.

I've heard that the ingredients of sodium benzoate combined with citric acid creates benzene?

The culprit acid that can react with sodium benzoate is ascorbic acid and although it is an acid like citric acid, it is chemically very different in structure, function and reactivity. There is no scientific evidence or study that shows the combination of citric acid and sodium benzoate used in our products can react to form benzene. Benzene could only form under extreme heat and with the right ingredients. Our clean shampoos & conditioners do not contain ascorbic acid or benzene and have undergone strict quality testing.

Is Cocamidopropyl betaine safe in these products?

Cocamidopropyl betaine (CAPB) is generally regarded as less irritating than many other surfactants and detergents that are used in personal care products. Many studies conducted have shown that most sensitisation is due to impurities that may be present in the end raw material and in very high or neat concentrations not seen in actual end-user products. dōTERRA product ingredients are sourced as high purity grade CAPB suitable for cosmetic use and only in wash-off products at dilute concentrations to ensure the risk of sensitisation is minimal. An allergic reaction to CAPB itself is extremely rare. The Australian government authority APVMA has also addressed concerns about CAPB and due to it being readily biodegradable, the

Frequently Asked Questions

Australian Exclusive Shampoo and Conditioners

environmental, particularly aquatic, risks are considered acceptable by the APVMA. Lastly, independent allergen testing of our shampoos & conditioners dermatologically passed and were found to be kind and safe for skin.

Have all these ingredients been tested?

All the ingredients used in dōTERRA's products undergo a strict quality testing process before they are used. This is done to ensure we only provide you with the highest quality products you can trust.

Where were these products made?

Our clean shampoos and conditioners are proudly made in Australia for our dōTERRA Australian & New Zealand market.

Are these products tested on animals?

These products were created ethically and are cruelty free. No animals were used in the creation and testing of our clean shampoos & conditioners.

Are these products potentially harmful to the environment?

Our clean shampoos & conditioners contain no nasty chemicals and are made with pure and natural ingredients, using 100% renewable resources.



Certified Pure Tested Grade

Except as indicated, all words with a trademark or registered trademark symbol are trademarks or registered trademarks of dōTERRA Holdings, LLC.

©2021 dōTERRA 04102021