

HEALTH & BEAUTY PRODUCTS

SCIENTIFIC SUPPORT SERVICES

Your Health & Beauty Product Support Partner

- Accelerate product development cycle
- Create and validate product performance claims
- Quickly resolve failures and contamination requests



From raw material qualification through field complaint support, Intertek's advanced analytical problem-solving team and breadth of chemical and material testing capabilities can help get your health and beauty products to market faster and resolve problems quickly.

The Challenge

Companies that produce health and beauty products face many challenges from early in product development to post-consumer product support. Questions relating to product quality, product performance and regulatory driven requirements create the need for routine testing, advanced scientific support services and failure analysis expertise. Faced with the need to create differentiated products and ensure brand integrity while maintaining costs has further driven the need for sophisticated analytical testing and problem-solving throughout the product lifecycle. Maintaining all the necessary expertise and test resources in-house

is increasingly challenging and cost prohibitive.

Our Solutions

Intertek, a unique scientific support services partner, can provide you expertise in analytical methods development relating to specialty chemicals, formulated chemical systems, packaging failure analysis, contamination identification, litigation support and more. We combine a diverse array of analytical capabilities and associated experts to create a powerful partner for the health and beauty products industry in all areas of development and product support lifecycle.

CASE STUDY

Deformulation Services

Reverse engineering can protect your brand in a world of counterfeit products. The availability of counterfeit products is widespread and manufacturers of luxury health and beauty products are diligent to ensure consumers are not exposed to potential hazards of imitations which use inferior quality components. The process to identify counterfeits starts at the appearance of the packaging itself and finishes with product reverse engineering to show the absence of fingerprint formulation components. Intertek provides the ability to fingerprint everything from a perfume to a complex facial cream with our diverse analytical team that can face a complex new challenge with a vast resource of experience to quickly tackle the problem.

CASE STUDY

Failure Analysis Support

Getting to the root cause of a customer complaint is essential for brand loyalty. A luxury cosmetic brand was experiencing customer complaints resulting from product tubes cracking. Using Intertek's expertise with polymers and chemicals, we evaluated the interaction between the product and the packaging, polymer type and mechanical properties and guided the customer on how to fix the problem.



Customers benefit from:

- Technical consulting – Intertek scientists are multidisciplinary problem-solvers. Consulting services range from short discussions to milestone-based program planning relating to test plan development, material/chemical identification, training, and data interpretation services.
- Advanced analytical testing and integrated problem-solving – When presented a problem, Intertek will develop a test plan and methods development scope to investigate the issue. An integrated report summarizes the project, designed to answer the question, not simply provide data.

Specific areas of expertise include:

- Product development and performance
- Product manufacture
- Raw material qualification
- Claims development
- Reverse engineering
- Intellectual property defense
- Regulatory/safety evaluation
- Packaging testing/compatibility
- Customer complaints/failure analysis
- Counterfeit evaluation
- Litigation/due diligence support

The Intertek Advantage

Intertek is a leading Total Quality Assurance provider to industries worldwide. Our network of more than 1,000 laboratories and offices and over 42,000 people in more than 100 countries, delivers innovative and bespoke Assurance, Testing, Inspection and Certification solutions for our customers' operations and supply chains. Intertek Total Quality Assurance expertise, delivered consistently with precision, pace and passion, enables our customers to power ahead safely.

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