



Why permanent makeup?

Permanent makeup is a helpful option for a variety of people whether they are looking for an enhancement and don't have time to do makeup every morning or for those who have suffered from hair loss. It is also a great alternative for anyone looking to simplify their beauty routine, whether that's getting out of bed and spending less time in front of the mirror, going to the gym, in a profession that dictates being in front of the camera or on stage frequently, or even going swimming without having to worry about their makeup coming off. Permanent makeup is also a great option for people who have loss of vision or loss of motor skills due to aging or medical conditions.

What should I expect prior to my procedure? What should I do before hand to prepare?

Before the procedure, we send our clients pre and post care instructions along with information on what to expect. Some of our recommendations include:

- No facials for two weeks after
- No blood thinners the night before or day of
- No caffeine, alcohol or pre-workouts the night before or day of
- No brow waxing two weeks before

Can you explain more about the consultation process and what goes into this?

When a client comes in for a consult or initial appointment, our technicians discuss the client's goals including what they want to achieve. We are happy for our clients to bring in photos, social media or any other inspirations to help further guide our technicians.

Each technician lets the client know exactly what to expect and lets them know different possible outcomes depending on their skin types and desired look. Our consultations are listening sessions where the technician listens to each of their client's wants and needs to administer the best look.

Does it hurt?

Everybody is different when it comes to sensitivity. We do our very best to make sure you are comfortable from start to finish. We ask you to arrive 30 minutes prior to your appointment time to start numbing. You will be numbed with our top of the line numbing

cream which will ease about 20% of the discomfort. Once your technician starts the actual procedure, she will numb you again to make sure sensitivity is reduced as much as possible. A lot of clients describe the experience similar to intensified tweezing or threading, while some fall asleep during the procedure.

How long is the healing process?

For the first 2 weeks, we ask to be extremely careful with the area; meaning no makeup, sun exposure, moisture or friction of any kind. You will experience some scabbing a few days after the procedure. Once the scabbing has finished, you may apply any makeup to the area and wash your face normally. 21 days after the procedure, you may come back for a perfecting visit (touch up) to complete the process.

How long does it last?

Permanent makeup will last anywhere from 1-3 years. However, skin type, lifestyle and maintenance all take in part of the duration. We recommend our clients to come back yearly for a color boost to freshen up the area and the color and keep it looking good as new.

How do I know if permanent makeup is for me?

Most people are tired of constantly filling in your brows, putting on eyeliner or lipstick and are looking for a more permanent solution. If this describes you, then this is for you. Also, if you have suffered from some sort of hair loss or are looking for a more natural look without putting in so much effort, you are a good candidate for permanent makeup. Permanent makeup is also great for people who are active, always on the go, busy moms, people in the entertainment industry who need to look good at any given time, or women who simply want to spend less time in front of the mirror.

Is permanent makeup expensive?

ComplexCity believes that people are looking for the highest possible quality of work. As stated, remember that this is your face and there is no room for compromise. Only the highest quality of work should suffice. When it comes to your face, accept nothing less than a first class result with no one else but a master practitioner. Remember this is your face, you want perfect permanent makeup.

What safety practices do you utilize?

We use 100% disposable tools and we are completely up to date with OSHA standards. Every technician is certified by Blood Borne Pathogens. This certification is renewed every year. For our flagship product (brows), we use a "Sunshine Needle" that is 100% disposable from top to bottom. Each needle is properly disposed in a sharps container, never to be reused.