**Questions and Answers**

**Requirements for Manufacturing, Importing, Marketing, and Selling Cosmetic Products in Canada**

**Kimberly Liska**

1) **Do ingredients used for pH adjustment need to be listed on the label?**
No- pH adjusters are incidental and do not have to be noted on the product label.

2) **Do professional samples need to meet the same labelling requirements?**
Yes- professional samples must abide by all of the requirements of the Cosmetic Regulations.

3) **Does the Inspector have to be present ON SITE during the relabelling or modification process?**
If this question is regarding section 9 importation, the inspector does not necessarily have to be present. Depending upon the situation, inspectors do have the power to conduct an on-site assessment if deemed necessary.

4) **Does not the Consumer Product Safety Act (under Schedule 1) exempt cosmetics? Which would exempt them from CCCR?**
Schedule 1 of the Canada Consumer Product Safety Act (CCPSA) indicates that the Act applies to consumer products with the excption of those listed. The CCCR applicability to cosmetics is noted under section 25 (1) of the Cosmetic Regulations.

5) **If a cosmetic contains 30-100% petrolatum however makes only cosmetic claims is that okay? 30-100% petrolaturm falls in the NHP monograph "medicated skin care product" as a DIN monograph, but as I said this product makes only cosmetic claims.**
As long as the product has no medicinal/therapeuti claims. Petrolatum is not on the Cosmetic Hotlist.

6) **If a cosmetic has citric acid as an ingredient but has a concentration as low as 0.00005% does pH testing data conducted at an accredited lab be conducted and submitted as per Guidance for Hotlist requirements?**
According to the current Hotlist, pH data does need to be submitted.

7) **There is a trend now in other parts of the world for cosmetic promoters to sell a cosmetic that also has an "oral" (some sort of supplement) portion that "boosts" the effect of the cosmetic. How does Health Canada regulates combo cosmetics i.e. kit that has a topic portion and an "oral" portion?**
Each notification for a kit would be treated individually. Any cosmetic products that are part of a kit need to be notified. Any other products (oral supplements) would likely be considered as drugs or natural health products and would need to have DIN or NHP numbers.

8) **Which Regulation should be followed regarding cosmetic product sell at duty free boutique?**
The Cosmetic Regulations would need to be followed for any product available for sale in Canada

9) **Many European manufacturers list "Water" as "Aqua (water)". My understanding is that it should be either "Aqua" or "Aqua (water/eau) or Water/eau but not Aqua (water) Am I right?**
Aqua is the official INCI name for water.

10) **Is over labelling acceptable as opposed to relabelling?**
This depends on the situation. You would need to contact an officer to discuss this.

11) **Would a trilingual (English/French/Spanis) label be acceptable in Canada?**
Yes- as long as all requirements per the Cosmetic Regulations are met.

12) **Is there a way we can get the list of cosmetic notifications we did from past years?**
You can contact your regional office and we can provide you with a list if you are the notifier of the product.

13) **As far as Distributor's name is on the label, we do not need to mention manufacturer's information correct?**
As long as the manufacturer or importer's full mailing address is on the label that is the requirement per the regulations.

14) **Amendments, changes, modification or discontinuation needs to be notified using the cosmetic notification form; can you please advice on the timeline? I mean when we have to inform the new cosmetic importation – "within 10 days of first sale" is the criteria. What would be the timeline criteria for amendments / discontinuation / modification?**
Amendments would fall under the same requirement "within 10 days of first sale" of the amended/modified product.

15) **How long generally it takes for the Authority to respond back once the forms are submitted?**
It depends upon the number of cosmetic notifications received. It may take 2 weeks or up to 3 months.

16) **During the presentation, it was mentioned that dedicated officer would be working with specific company. If it is a new company informing for the first time for the cosmetic products; how long would it take to assign the dedicated officer? How it is generally assigned?**
I would advise you to call the regional product safety line (in Ontario this is 1-866-662-0666) and ask about having an officer assigned to your company.

**17) Are the ingredients that populate the CNF form in INCI format?**

Yes, they must be in INCI format. If an ingredient does not have an INCI name, the chemical name or Genus and species (for a botanical ingredient) should be used.

**18) Is NDSL or FDA-DSL okay?**

Some of the ingredients on the Hotlist are from the DSL/NDSL