Cosmetic Answers CC (Reg. No. 2000/065972/23) Trading as:

Cosmetic Solutions

9, Maletsatsi, North Road, Edenburg, Rivonia, Sandton
PO Box 5646, Rivonia 2128

Cosmetic Solutions – Company Profile

Company History

Cosmetic Solutions was founded in 1998 by the current owner John Knowlton. John has over 30 years experience in the cosmetic industry, mostly with international companies, working both in Europe and South Africa (Executive CV attached). The concept behind the birth of the company was to create a "one-stop solution" for the development and marketing of cosmetic products, both in South Africa and overseas. Cosmetic Solutions prides itself in offering its clients a service-orientated approach, where the customer comes first……every time.

Location & Facility

Cosmetic Solutions has business units located in two Gauteng locations. The offices are located in Sandton, Johannesburg, whilst a state-of-the-art development laboratory is based in Centurion, with a full compliment of instrumental techniques available to assist in the development and testing of new cosmetic products. Services such as clinical trials, SPF measurement, and microbiological studies are subcontracted to preferred suppliers.

Services Offered

Cosmetic Solutions offers a full formulation development service in all categories of cosmetics and personal care products, with the exception of colour cosmetics. In addition to this, the following services are offered:

- Advice on manufacturing problems and procedures, trouble-shooting and process development specification
- Advice on quality control procedures and weights and measures legislation
- Assistance with project management and third-party development schedules
- Bespoke training courses, covering all aspects of cosmetic science and technology
- Copy writing and preparation of advertising and promotional literature
- Advice on advertising matters and an accepted expert for the South African ARB
- Preparation of technical documentation for export of cosmetic products
- Advice and assistance on all regulatory matters, both domestic and international

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Consultation Pricing Structure

Consultation is carried out on an individual basis, depending upon the type of service required and the degree of difficulty. Ad hoc work is carried out at the standard rate of R2,100-00 per hour (excluding VAT), or part thereof. The daily rate is R16,000-00 (excluding VAT) per day, plus travelling and out-of-pocket expenses at cost, for on-site projects.

Product Development Pricing Structure

Product development charges range from approximately R24,000-00 (excluding VAT) for basic cosmetic preparations, up to approximately R38,000-00 (excluding VAT) for technically difficult formulations and sun care products. This cost includes formulation development, a three-month stability assessment and a microbial challenge (preservative efficacy) test where necessary. Please note that a non-refundable consultation fee for meeting in connection with product development exercises is charged at R 1,990-00 (excluding VAT), payable in advance of the consultation. Should the client subsequently decide to proceed with the development exercise, this amount is totally refundable against the cost of the development work itself.

Terms & Conditions of Payment

All invoices are payable within 30 days of receipt. In the case of development projects, payment is required in three instalments, as follows:

- Phase 1 payment (1/3 total amount due) is payable prior to commencement of any development work.
- Phase 2 payment (1/3 total amount due) is payable upon client acceptance of development prototypes.
- Phase 3 payment (1/3 total amount due) is payable upon completion of stability and microbial challenge testing.

Contact Details

For further information about Cosmetic Solutions and the services we offer, please contact:

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John Knowlton C.Chem, MRSC, Dip. Cos. Sci. (GB) – Executive CV

After graduating with an Honours Degree in Chemistry from the University of Kingston (England) in 1977, John spent six years in polymer research in the field of soft contact lens technology. During this period highlights included the development of project management skills and experience in the management of regulatory issues with the FDA in the US. In 1984, John entered the cosmetics and toiletries industry with Johnson and Johnson, where he held various positions within the European Research & Development Division during his 10-year stay with the company. This culminated in 1994, when John held the position of Principle Scientist, Southern Europe, with responsibility for all technical issues associated with Johnson & Johnson's personal care business in that part of the World.

In 1995, and seeking international experience at a senior management level, John joined Justine (Pty) Limited in Johannesburg, South Africa as Research Director, with overall responsibility for Research & Development, Quality Assurance and Regulatory Affairs. In 1996, this company was wholly acquired by AVON Inc. and John was appointed to the position of Vice President, Research & Development in the newly formed Justine-AVON (Pty) Limited. In this role John was specifically responsible for the management and development of all Research & Development & Quality Assurance activities within the company. Specific responsibilities included the strategic development of new technologies to meet market needs and the implementation and execution of quality policies in line with corporate quality requirements and contemporary quality management philosophies. John also contributed significantly to the overall management of the company at executive level, including the development of strategic plans to meet aggressive business objectives, assisting in the financial control of the organisation and the setting of company policy in all areas of the operation.

John left Justine-AVON (Pty) Limited at the end of 1998 to start his own business, Cosmetic Solutions, specialising in a wide range of consultancy services to the cosmetic industry. Outside of the direct working environment, John has been very active over the last 20 years with many scientific publications to his credit. In 1992, he was President of the Society of Cosmetic Scientists of Great Britain and he has presented papers on a wide variety of topics in many parts of the World. In 1993, he was co-author of the now well-established textbook, "The Handbook of Cosmetic Science & Technology". In 1999, John was President of the South African Society of Cosmetic Chemists and chairman of the organising committee of the IFSCC Conference, which was successfully held in South Africa in that same year.

John cites his particular strengths in the working environment as having excellent interpersonal skills, being an effective communicator and possessing objective business management capabilities.