

Lafabs FAQ's

1. Where is the applicator? *It's in a separate box from the lashes inside the gift box.*
2. I only received one set of lashes? *It's possible the pairs weren't separated. Each small compact has one full set which includes a pair for the left eye and a pair for the right eye. The pairs are magnetized together for safe travel. Gently pull apart the pairs.*
3. My lashes won't adhere to the magnets on the applicator? *The lashes need to first be separated, then applied to the applicator.*
4. The lashes will not adhere to each other when using the applicator? *The lash magnets need to be facing each other when placed in the applicator. The low-level magnets on the applicator will hold the lashes from the opposite side of the lash magnet. When the applicator closes over the natural lash, the lash magnets will adhere to each other.*
5. How do I match the dots of the lashes to the applicator? *Each lash has a mark on the magnet. A white mark signifies upper lash and a black mark signifies lower lash. Marks on the left side magnet signify left eye and marks on the right magnet signify right eye. The applicator has white dots on the upper arm and black dots on the lower arm. Match the color of the mark on the lash with the dot on the applicator.*
6. Where can I find the identification marks on the lashes? *Each lash has either a white mark or black mark on one of the magnets. The marks are large but they are on a very small surface of the magnets, so you may need to look closely.*
7. How can I tell if my natural lashes are too short for Lafabs lashes? *Although this can occur, it's quite rare. Simply try to put them on per the Instructions.*
8. Do you have a demo video on how to put Lafabs on? *Yes, The Demo Video can be accessed in a couple of ways; 1)ShopHQ website under the Lafabs product listing, 2)use the scan code in the Lafabs instructions to view.*
9. The applicator puts Lafabs on upside down, what am I doing wrong? *The applicator may be used upside down. Please take note of the front of the applicator. The upper arm is labeled as "Top". Lashes should face in and curl up on Applicator.*
10. Will the Lafabs damage my skin? *Lafabs lashes are synthetic fibers and will not irritate your skin.*