

CAPILLUS, LLC

CARLOS PIÑA, CEO



ON HAIR-LOSS PREVENTION:

The key to preventing hair loss is taking action as soon as possible. Once a hair follicle dies, there is no way to bring it back. Our medical lasers allow people with androgenetic alopecia to do something before their hair loss becomes irreversible.

ON LISTENING TO CUSTOMERS:

We understand that not all customers are the same, so we offer a range of options—from various models of laser therapy caps for long-term results to clinical hair therapy products for overall scalp health to keratin hair fibers that offer a quick fix to thinning hair. Our laser therapy caps are manufactured in the United States from foreign-source raw materials. This allows us to make changes based on our customer feedback in a timely manner.

ON CUSTOMER SERVICE:

We do not outsource our call center and instead handle all our support operations ourselves out of our Miami office. We offer a satisfaction guarantee, upgrades for current customers and loyalty discounts.

Q: How did Capillus start?

A: I noticed my hair was starting to thin in my 20s. Actually, my barber noticed and referred me to a hair-restoration surgeon. Not looking forward to the prospect of losing my hair, I underwent hair transplant surgery—three times. I was happy with the results, but soon realized that my hair would continue to thin if I didn't take action. My surgeon suggested I try laser therapy to maintain my hair and prevent further loss. When I researched the marketplace, there was no device that offered me the results, significant power and convenience I was looking for. Determined to find a better way, in 2012 I brought together the best minds in the industry to develop this amazing technology in a convenient method that met my demands. I am not only the founder of Capillus, but its first customer.

Q: Tell us about the range of products you offer.

A: Our products cater to men and women concerned with hair loss. We offer three lines: premium FDA-cleared laser therapy



Capillus laser therapy cap manufacturing.



Capillus customer service in Miami.

caps for home treatment of hereditary hair loss, clinical hair therapy product lines that encourage overall scalp health and our keratin hair fiber lines, which offer a quick way to cover up thinning hair cosmetically. Capillus laser therapy caps are FDA-cleared and clinically proven to help prevent hair loss and stimulate hair regrowth. They have been available through physicians for years, but now are available without a prescription.

Q: What sets Capillus apart?

A: Not all companies in the laser hair restoration industry put the same emphasis on quality and customer service. We are a medical device manufacturer that places a great deal of importance on our physician network. In order to meet our physicians' high standards, as well as our own, we conducted an independently reviewed clinical trial with results published in a highly esteemed medical journal. We publish white

papers for the industry, and we conform to the highest standards of medical device manufacturing.

Q: How do the laser therapy caps work?

A: Our customers can use our mobile laser therapy caps anytime, anywhere. Treatment takes just six minutes a day. Unlike messy creams or pills that can cause birth defects and sexual problems, our laser therapy caps have no known side effects, are easy to use and do not disrupt our customers' lifestyle.

Q: What drives you to strive for improvement?

A: We realize there is always room for improvement. We want to help those with hair loss, so we strive to make our products constantly better. We listen to what our customers have to say and work diligently to improve our products based on their feedback. We take pride in creating high-quality laser devices that meet the highest medical device standards. ■



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To learn more and to purchase Capillus products.