



0 Items \$0.00

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## STORE POLICIES

Ordering online with us is safe and secure! We employ a method of interaction with our visitors that does not compromise credit card information. This online system is 100% secure.

Dermatologist.com is owned by:

*Dermatologist*

*1562 Park Lane South*

*Suite 700*

*Jupiter, FL. 33458*

If you wish, you may read our [Privacy Policy](#).

Attention:

Due to the engineering efforts, the endless product testing, and the countless uses we have conducted, we are sure that you will be absolutely delighted and satisfied with your purchase of Dermatologist. Should you have ANY questions about the results to expect, please contact our support department PRIOR to ordering. Many of our clients get results instantly with our products, but in no way do we claim that Dermatologist is a “miracle” or instant cure for any skin condition. Our product starts a skin benefit process that takes time to produce optimal results. Everyone’s skin will benefit at a different pace, and to a different degree.

Return Policy:

All Dermatologist products are guaranteed by our 100% Satisfaction Guarantee policy. If you are not satisfied with your product for any reason, you may return the unused product to us within 30 days of your purchase to receive Store Credit for 100% of the value of your purchase.

1. Obtain a Return Merchandise Authorization(RMA) Number and Form for your return:

You get your RMA number and your RMA form by [submitting a request form to the Returns Department](#) or just by emailing our returns department at returns @ dermatologist.com. Explain why you want the return, and include your order number in the email. You will receive in a reply email, the RMA number and the Form that you must fill out completely and sign, and include in your return package.

2. After filling out your RMA form and signing it, include it in a package along with all the products in your order for which you wish to be refunded. Ship back all purchased products you want to be credited for, including empty bottles to the address below. Note, you MUST have completely filled out the RMA form for your package to be accepted for credit. Please also mark your RMA number on the outside of the box. Ship back your products, and the completed and signed RMA form to:

*Dermatologist*

*1562 Park Lane South*

*Suite 700*

*Jupiter, FL. 33458*

3. When we receive your package and your completed RMA form, we will ensure that all requirements have been met, we will assign you the store credit, as agreed to in the RMA form.

What is NOT included in the value of the credit?

The shipping cost of the order, regardless of whether or not you qualified for free shipping at time of purchase.

What if I got a FREE Product with my order?

If you took advantage of a promotional offer that got you a free product in your order, you MUST return the free product too. If you decide to keep the free product, we will deduct the retail price of it from your credit amount.

What if I earned Store Credit when I placed my order?

If you earned any store credit as a bonus when placing an order, it will immediately be removed from your account, if that order is returned to us. Under no circumstances can a store credit earned from an order be Kept, if that order is returned to us.

Return Abuse Prevention Policy:

In order to prevent Habitual “purchase and return” behavior, we do NOT honor return requests by customers who have purchased the same product in the past, and returned it. Any purchase of a product that has been previously returned for a credit is deemed OUTSIDE the return policy and will not be credited under any circumstances.

Delivery Information:

Delivery charges are calculated on a per-product basis. Shipping charges are non refundable. Please make note of the delivery charges associated with each item. Usually, your order leaves our facility on the business day following your purchase date. We use the US Postal Service for all shipments, and their DOMESTIC delivery time is 3-7 days depending on your location in the country. You are able to log into your account after purchasing, to see your USPS tracking number and find the location of your package at [www.usps.com](http://www.usps.com).

*International deliveries take longer, and of course are effected by things like your local postal service, and the customs department of your country.*

*Please Read the International Shipping Page to learn about our international shipping policies.*

Reviews:

The product reviews on our website are left by real customers. However, we reserve the right to not publish any review that we feel is detrimental to our brand, or is abusive in language, or otherwise deemed inappropriate for our retail website.

Complaints:

If we should receive a complaint about any part of our service, by phone, fax, e-mail or letter, then it will be dealt with promptly (we will reply within 5 working days). It will then be dealt with confidentially, and effectively.

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PRIVACY POLICY

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