

SHIPPING POLICY

At Derma Beauty Inc., we aim to provide our clients with a seamless and reliable shopping experience. Our shipping policy outlines the details of how we process and deliver your orders. Please review the following information carefully:

Order processing time

At Derma Beauty Inc., we understand that your time is valuable, and we strive to get your skincare essentials to you as quickly as possible. Our dedicated team works diligently to process your orders within 1-2 business days from the moment they are placed and invoiced, excluding weekends and holidays. For those who finalize their purchases by 4:30 PM [EST] on business days (Monday-Friday), your order will seamlessly integrate into our next business day's processing cycle.

Shipping Logistics

Preferred Shippers

Orders in Canada will be shipped with Purolator. Customers within the continental USA and the rest of North America will have products shipped through DHL .

Our shipping rates are structured with simplicity in mind, solely based on geographical location and postal code guaranteeing clarity and fairness in every transaction. Free shipping will be provided for all orders >\$750.00

Country / Provinces	Orders less than 750\$
Canada - Ontario	23\$
Canada - Other Provinces	33\$
United States of America	52\$
Other North American Territories	50\$ + applicable customs + fees

Upon completion of payment, the client will receive email confirmation containing their tracking number once the package is processed for shipment. In the absence of a notification within 1 business day of payment, clients are encouraged to email customer care@dermabeautyinc.com for further assistance.

Shipping Schedule

In consideration of the temperature control and the proper storage of products in transport; it is Derma Beauty Inc. policy to not ship orders on Fridays or on Holidays. Following confirmation of payment, orders confirmed on Friday or over the weekend will be processed on the next business day.

Estimated time of delivery

Our estimated delivery time varies based on location and carrier. Canadian orders, typically ship within 2-3* business days of email confirmation of shipping. American orders, typically ship within 2-5* business days of email confirmation.

*Unforeseen circumstances such as weather or customs clearance may impact delivery time. Clients are encouraged to place orders 4-5 business days before their desired delivery date to accommodate the circumstances.

Order Pickup:

For clients within the Greater Toronto Area, orders are available for pickup at Derma Beauty Inc. headquarters at 505 Consumers Rd. suite 809. Order pickup times are from Monday to Thursday 09:30 am to 4:30 pm. To arrange for in-person pickup please select the "Pick Up" option on the Derma Beauty Inc. app or convey your wishes to your sales representative. Upon selecting pickup an email will be sent indicating the order is ready for pick up following. Do not come to the office for pickup until this email has been received. For clients desiring direct payment via credit card this can be listed in the order notes and the payment may be processed in person at the time of pickup. For any specific inquiries or for assistance in scheduling a pickup, feel free to contact customer care@dermabeautyinc.com

Lost or Stolen Packages

While we take every precaution to ensure the safe and timely delivery of your order, unforeseen circumstances may arise**. If you suspect your package is lost or stolen, please follow these steps: 1) revise tracking information 2) notify Derma Beauty Inc. immediately customerservice@dermabeautyinc.com or the customer service form on www.dermabeautyinc.com/customer-service for immediate assistance.

** Please note that Derma Beauty Inc. does not assume legal liability or responsibility for lost or stolen packages once delivered by the carrier. Providing a secure delivery location or arranging for someone to be available to receive the package is recommended.

Tracking Information

Tracking information will be provided via email. This tracking number can be used on www.purolator.com or www.dhl.com to accurately track status. Sometimes, delays may occur, and packages may still be in transit.

Signature on delivery

For added security, all shipments from Derma Beauty Inc. are set to require a signature upon delivery. To waive this signature requirement, please send an email to customer care@dermabeautyinc.com providing explicit consent to do so.

Incorrect Address / Address Changes

In the event of an order being returned to Derma Beauty Inc. due to an incorrect address provided by the customer, the customer assumes responsibility for the cost of reshipping. The courier will attempt delivery 3 times before returning the package to the sender. In this case, the customer assumes responsibility for the cost of reshipping.

In the case of an address change, or any modifications to an order or special requests. If you are unable to resolve an issue with the carrier or need further assistance, please complete the CUSTOMER SERVICE form on www.dermabeautyinc.com/customer-service or email customerservice@dermabeautyinc.com. Please include order number and any pertinent details.

Damages Incurred During Shipping

The policy for products damaged in transit or in damaged boxes, is further outlined in the Derma Beauty Inc. Return Policy, but please note that all packages received with damages require proof for reimbursement, including images of the outside packaging, waybill and all damaged products.

Shipping Policy Revisions

Please be advised that our shipping policy undergoes periodic reviews and amendments without prior notice. We encourage customers to revisit the policy regularly for any updates.

If you have questions about returns, kindly refer to our detailed Return Policy for more information. For inquiries, support, or further assistance, please reach out to Derma Beauty Inc.'s customer support at customercare@dermabeautyinc.com. Thank you for choosing Derma Beauty Inc.

RETURN AND EXCHANGE POLICY

For customers who wish to return a product purchased from the Derma Beauty Partners website (dermabeautypartners.com), Derma Beauty Inc. is happy to provide a direct exchange or issue a credit against future purchases equivalent to the purchase price if the claim is found to be adherent to Derma Beauty Inc's return policy (below).

RETURNS

Before Initiating a Return

Please ensure that before initiating a return of Derma Beauty Inc. product, that the product packaging has not been opened and that all product has not been opened. Opened product does not qualify for a return, and must be claimed as a defective product if applicable. Please also ensure that the return claim is being submitted within thirty (30) days of the original purchase, as no other return will be accepted. ** Please note that for **ANY product returned without reason, clients are responsible for the cost of shipping to return the product****

Initiating A Return

To request an exchange or return, please visit www.dermabeautyinc.com/customer-service to submit your claim as either a defective product or a simple product return.

Returning Your Product

Upon completion of the form, if accepted, Derma Beauty Inc. will provide a return label via email for the safe return of the products in question and will outline the outcome of the return (product replacement or company credit).

All products returned to Derma Beauty Inc. are inspected upon return. Products purchased from Derma Beauty Inc. must be returned in their original condition and within 30* days from the date of purchase with proof of purchase in the return package. The products must be received at head offices, Derma Beauty Inc. will send the appropriate return label if applicable, at no extra charge. It is the customer's responsibility to repackage the items for return.

Upon Receipt of the Returned Product

Upon receipt of the returned product(s), you will receive confirmation from Derma Beauty Inc. of product receipt and upon company approval the exchange or account credit will be immediately processed or the claim will be denied at the Company's Discretion. This will be considered the end of the return and no further claim or appeal may be processed.

PRODUCTS DAMAGED IN SHIPPING OR INCORRECT PRODUCTS RECEIVED

Before Initiating A Claim:

Upon arrival of an order, please inspect the package for any damage that may have occurred during the shipping process. In the case of significant product damage please retain the box and the packing materials, take a photo of the damaged item(s), including the shipping label and inner/outer boxes and fill the form indicated in the appropriate section. Please also ensure that the return claim is being submitted within seven (7) days of the receipt of your order to ensure proper processing, shipping damage claims beyond this period will not be considered.

Initiating a Claim:

To request an exchange or return, please visit www.dermabeautyinc.com/customer-service to submit your claim as a **PRODUCT REPORT**

Returning Your Product

Based on the proof provided Derma Beauty Inc, may authorize a full replacement of product or a credit note on the respective account or may deny the claim according to this policy. Derma Beauty Inc. does not provide cash credit or direct refunds.

Derma Beauty Inc. may request or not request the return of your product for quality assurance purposes but will provide the full return label for this return. The case may arise where Derma Beauty Inc. may require your returned product before processing the credit note or exchange at their own discretion.

Upon Receipt of Damaged Product

In the case of a returnable damaged product, upon receipt Derma Beauty Inc, will either approve or deny the claim and in the case of approval, either assign a credit note to the client account, or provide an exchange at the company's discretion. This will be considered the end of the return and no further claim or appeal may be processed.

DEFECTIVE PRODUCTS

Before Initiating a Claim

Please note that Derma Beauty Inc stands behind the quality and the effectiveness of its products until the date of expiry and as such will honour any claims of defective products before the respective expiry date. The reasons for defective products can include non-functional parts, malfunctioning pumps and in rare cases adverse patient events. In all such cases it is mandatory to keep detailed notes regarding the specific product affected, lot and expiry of the product and in the case of adverse reactions, the full patient details and application of the product.

Initiating a Claim

To request an exchange or return, please visit www.dermabeautyinc.com/customer-service to submit your claim as a **PRODUCT REPORT**

Returning Your Product

In the case of a defective product, all products must be returned directly to Derma Beauty Inc. unless damaged to the point of unsafe shipping. This is done for proper quality assurance and analysis of the product to protect consumers. These products once shipped will be analyzed and tested by the Quality Assurance team at Derma Beauty Inc.

Upon Receipt of Returned Product

In the case of a defective product, the product will be examined and tested by the in-house quality assurance team and adjudicated immediately. Based on this testing, a return will either be approved or declined and in the case of an approval, a replacement product or company credit proportionate to the product value will be assigned to the account.

For Any Further Inquiry, please email customercare@dermabeautyinc.com or call 416-502-8080
505 Consumers Rd., suite 809
North York, ON, Canada M2J 4Z2

****ADDENDUM**** *Product Exceptions: Free-of-charge products or non-returnable products, such as, rolls-on, are not eligible for exchange or return. Derma Beauty Inc. monitors returns and reserves the right to deny returns that, in its sole discretion, in instances of abuse, or for items that were re-sent at no cost in a good faith gesture or as a demo. For any purchases made through a third-party seller, customers will need to contact a third-party seller directly for customer service needs.*