

NEOCUTIS Ecommerce Return Policy

We have high standards, and we know you do too. Please accept our apologies if you have received an incorrect, damaged or faulty item. If you wish to make a return, we have a dedicated customer solutions team ready to make sure the process is as easy as possible. Below you will find a list of frequently asked questions related to our policy.

NEOCUTIS reserves the right to change and update this return policy at any time. We sincerely appreciate your assistance and understanding in adhering to this return policy.

What is your return policy?

We are committed to offering high-quality, scientifically supported products and take all complaints regarding the quality of our products seriously. We currently offer replacement NEOCUTIS product if you experience the following:

- incorrect product was sent
- item is damaged or faulty

You may request an exchange of the item within 30 days of your original purchase. All returns must be authorized through Merz Customer Solutions and assigned a Return Merchandise Authorization Number (RMA).

Note: Additional clarification (e.g., pictures) may be required on certain items, such as damaged or defective items.

How do I return an item?

To initiate a return, please email Merz Customer Solutions at returngoods@merz.com. Please be include the following in your communication when contacting our team:

- order confirmation number
- contact information (name, address, phone number, and email)
- product information (name, lot #, expiration date if applicable)
- brief description of problem or event

Once your request is processed, you will receive an email with a pre-paid FedEx shipping label. Shipping charges will be waived on all approved returns.

Use the pre-paid FedEx shipping label and drop off your package at any FedEx location.

1. Print pre-paid FedEx shipping label
2. Package product with pre-paid return label
3. Drop off at any FedEx location

When will I receive my replacement product?



You can expect to receive your replacement product within 14 days of approval.

Can I return products in-office?

Product cannot be returned in-office. In order to ensure prompt processing of your return, contact our Merz Customer Solutions team to initiate a return.

Will you cover my postage costs to return an item?

Yes, we are more than happy to cover postage costs to return an item where the return is required due to error or product quality. A pre-paid FedEx shipping label will be emailed to you.

I have a question about my return, who do I contact?

Our dedicated Merz Customer Solutions team is available to support you should you have questions or need further assistance regarding your return.

Merz Customer Solutions
844-4MY-MERZ (844-469-6379) or 866-862-1211
8:00 AM and 7:00 PM ET
Monday – Friday