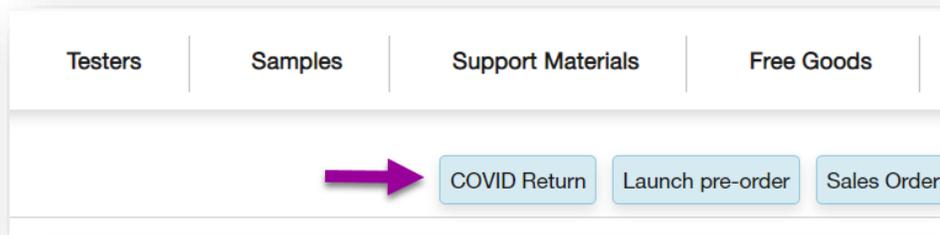


Online Ordering – COVID Returns How-To

1. After logging in at buy.dermalogica.com, select **COVID Return** from the home page.



2. Add the items you wish to return, similar to adding items to your cart to buy. You will see negative dollar amounts for unit price and cart total since this is a return.

If there is an item you need to return that is not in the cart, there will be a section to add it in the checkout process.

Prices do not reflect promotional pricing you may have received on the original order, or sales tax.

3. When you are finished selecting items to return, click the **Cart** button.

The screenshot shows a shopping cart with the following items:

Favorite	Info	Item Code	Category	Name	Current Catalog ...	Unit	Quantity	Item Wholes...	
♥	...	110616	Retail	Multi-Active Toner/8.4 oz	\$-20.50	-	1	+	\$20.50
♥	...	110644	Retail	Gentle Cream Exfoliant/2.5 oz	\$-21.50	-	1	+	\$21.50
♥	...	111249	Retail	Daily Microfoliant®/2.6 oz	\$-29.50	-	2	+	\$29.50

4. Review your Cart, then select **Submit to Customer Service** to move on to the Order Detail Page.

The screenshot shows the order review page with the following items:

Item	Quantity	Unit Price	Ext. Price	Tax	Tax Amt.	Ext. Price w/ Tax
gentle cream exfoliant/2.5 oz retail 110644	1	\$21.50	\$21.50	10.50%	\$2.26	\$23.76
daily microfoliant®/2.6 oz retail 111249	2	\$29.50	\$59.00	10.50%	\$6.20	\$65.19

Online Ordering – COVID Returns How-To

From the **Order Detail Page**:

5. Review your **Account Information**.
6. Under **Contact Details**, select who the RMA and Return Label should be emailed to.
7. In the **Previous Order Details** section, please provide as much information as you can regarding previous order or invoice numbers to help Customer Service process your request quickly.

previous order details

Return Reason Code

COVID-19

Please provide your order/invoice number(s) if available. Please note that the more information that is provided, the quicker we can process your request.

Comments

8. If you have any items to add to the return that you could not find in the card, add them in the Additional Items section. Please provide the sku/code, quantity and unit price. The unit price should be entered as a *positive dollar amount* to give you an accurate estimate of the total return amount.

additional items not available in catalog (tax is not calculated for these items)

Additional SKU 1	SKU 1 Quantity
<input type="text"/>	<input type="text"/>
SKU 1 Item Price (-)(\$)	SKU 1 Ext Amount (-)(\$)
<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Additional SKU 2	SKU 2 Quantity
<input type="text"/>	<input type="text"/>
SKU 2 Item Price (-)(\$)	SKU 2 Ext Amount (-)(\$)
<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>

9. Select **Continue** to complete your request, and wait for the confirmation pop-up to show.

When Customer Service receives your request, they will verify original purchases and amounts, then send you an RMA form to include in the return shipment. A separate email from UPS will be received by the end of the day with a link to print the pre-paid return shipping label.

Upon receipt and inspection of the returned items, your refund will be issued based on the original form of payment(s).