

## What is the Dermastore offer?

You will save 20% (on the full purchase price including VAT) on all items purchased from [Dermastore online](#), using your unique partner code. The offer is valid for one purchase and can include any number of items up to any order value. The offer is only valid for an online purchase made at [Dermastore](#) and does not extend to any products sold through distributors or wholesale purchases.

## How long is the Dermastore offer valid for?

The Dermastore offer is strictly applicable to purchases made using your Investec Visa card from 2 April 2024 to 2 July 2024 (both days included) and will not apply to any card purchases made prior to or after.

## Which Dermastore items and services are excluded from the 20% saving?

The Dermastore offer excludes gift vouchers and promotional sets.

## Can the 20% saving be used in conjunction with other Dermastore promotional offers?

No, you will not be able to use the 20% saving in conjunction with other Dermastore promotional offers.

## Can the 20% saving be used in conjunction with Loyalty DermaPoints?

No, you will not be able to use the 20% saving in conjunction with your Loyalty DermaPoints. You will still earn DermaPoints based on your final order amount, after the discount has been applied.

## Can the 20% saving be used in conjunction with a Dermastore gift voucher?

No, you will not be able to use the code in conjunction with a Dermastore gift voucher.

## Where can I find my unique partner code?

- Your unique partner code can be found in the Private Selection email that was sent to the email address that we have on record for you

## Dermastore offer frequently asked questions

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- Your unique Private Selection partner codes are now available on Investec Online and will be in the App later in April. Simply login to find your codes under **'For you'**.

## How can I place an order on the Dermastore website and access the saving?

- Visit [Dermastore](#)
- Browse and add item(s) to your cart
- Your unique partner code must be entered on the cart page. Enter your code, select the apply voucher button, and the promotion will be applied to your order
- On the checkout page fill in your delivery details, email, and telephone number
- Choose the option to pay with a bank card and enter your Investec Visa card details
- Once payment has been made, you will see an order confirmation screen with your order details. You will also receive an order confirmation email
- You will receive an email notification containing a tracking link once your order has been dispatched. You will also receive a courier SMS notification on the day that your Dermastore parcel is out for delivery
- Please note:
  - The 20% saving cannot be applied after the order has been placed/completed
  - If you are new to Dermastore and have not already signed up to become a free Dermastore member, you will need to create a profile to purchase using your unique partner code.

## Can the unique partner code be used on another Dermastore profile?

No, the unique partner code is linked to a single profile after its first use and cannot be used or transferred to another profile.

## Can I use the unique partner code more than once?

The unique partner code is valid for a single purchase only.

## Which areas does Dermastore deliver to?

Dermastore delivers to all areas within South Africa.

## When will the order be delivered?

Dermastore typically delivers in one to three business days nationwide. Deliveries are made from Monday to Friday (excluding public holidays).

## Who do I contact if I did not receive the email with my unique partner code?

- Private Selection's unique partner codes are now available on Investec Online and will be in the App later in April under '**For you**'. Simply login to find your code under '**For you**'
- Alternatively, please contact our 24/7 global Client Support Centre on 0860 110 161 or 011 286 9663. Your unique partner code will be resent to the email address we have on record.

## Who do I contact if I have queries related to my order?

If you have questions, please contact Dermastore Customer Support on 021 851 0926, Monday to Friday from 08:30 to 17:00 excluding public holidays (ext 1: skincare support; ext 2: order-related queries).