

FREQUENTLY ASKED QUESTIONS



epizone



Does Epizone do international delivery?

It can be arranged however you will be responsible for the postage cost.
Send an email to micheles@vandykpharma.co.za to help you arrange this.

Does Epizone deliver in small towns that do not sell Epizone or Epizone products. Or is there a way I can arrange for it to be delivered to me? Who should I contact for this and what's the cost involved.

You have two options available you may contact Epizone to assist you in arranging this: micheles@vandykpharma.co.za or go to pharmacy and ask the pharmacist to order the products you need.



I am currently using Epizone-E ointment for bathing, what can I use as a lotion or moisturiser?

If you have normal skin use Epizone A, if you have dry/ sensitive skin use Epizone E, and if you suffer from very dry skin, you may use Epizone Plus, remember Epizone Plus cannot be used on the face.

Follow the link for more information: <http://epizoneskin.co.za/our-products/dry-skin/>

What is an ideal skincare routine for eczema?

Every skin is unique and this is suggestion is suitable for the average eczema patient, if you're your eczema continues to flare up, visit your dermatologist. Please note that this is not medical advice.

It is important to stay away from anything that foams, avoid soaps containing harsh ingredients and wash and moisturise with Epizone E. Although it feels oily it won't leave an oily residue. You can also add Epizone Bath and Shower Milk for added moisturiser to the water when bathing or lather to your body when taking a shower.

Follow the link for more information: <http://epizoneskin.co.za/our-products/dry-skin/>



Can I use Epizone in conjunction with creams like dovate (or any other doctor recommended eczema cream)?

Yes you may. Just make sure you use an ointment with the Epizone E ointment and a cream with the Epizone A cream.



Is it okay that I use the Epizone E Babies and Kids ointment as a soap to bath with and again after bath to moisturise?

Yes, this will help with babies who have dry and sensitive skin.

What is an ideal skincare routine for dry skin?

Face: Wash with Epiwash Deep Cleansing Face Wash C and apply Epizone A on your face.

Remember to add Xeroderm SPF 30/40 daily during summer and winter.

Follow the link for more information: <http://epizoneskin.co.za/our-products/face-care/>



What is an ideal skincare routine for oily skin?

Face: Wash with Epiwash High Foaming Face Wash F and apply Epizone A on your face.

Remember to add Xeroderm SPF 30/40 daily during summer and winter.

Follow the link for more information: <http://epizoneskin.co.za/our-products/face-care/>

What products or product combination can I use for psoriasis?

Wash your body with Epizone E and apply Epizone LPC as a moisturiser.

Follow the link for more information: <http://epizoneskin.co.za/our-products/dry-skin/>



I need help with clearing my dark spots and black heads?

Wash your face with Epizone Cleanser F (foaming), use the Epiwash Scrub twice a week to unblock the pores, apply the Xeroderm SPF 30 sunscreen daily during winter and summer to prevent the dark spots from getting darker.

Follow the link for more information: <http://epizoneskin.co.za/our-products/face-care/>

I need help for blemishes caused by hormonal changes, what product or combination of products can I use to reduce and minimise this?

We do not have any products to remove blemishes, however you can use the Xeroderm SPF 30/40 sunscreen during winter and summer to prevent the spots from getting darker.

Follow the link for more information: <http://epizoneskin.co.za/our-products/sun-protection/>



Name a list of stores where the Epizone range is available?

Dischem/ Clicks and leading pharmacies. You may ask your nearest pharmacy to order whichever Epizone product you need.

What possible chemicals that can cause allergies are in Epizone products?

Every skin is different, visit a dermatologist to do a patch test to see what ingredients you are allergic to and always read product ingredients before using a product.



I have lymphedema in my legs – what can I use?

Use Epizone Menthol, for a cooling effect that will reduce the swelling.



What is an ideal skincare routine for my baby?

Both for bathing and moisturising.

Sensitive skin, including eczema: Wash and moisturize with Baby & Kids Epizone E

Normal skin: wash with Baby & Kids Epizone E and apply Baby & Kids Epizone A after bath.

You can also apply Baby & Kids Epizone E to the nappy area after each nappy change.



What is an ideal skincare routine for my child?

Both for bathing and moisturising.

Sensitive skin, including eczema: Wash and moisturize with Baby & Kids Epizone E

Normal skin: wash with Baby & Kids Epizone E and apply Baby & Kids Epizone A after bath.

What is an ideal skincare routine for my teenager for dry and/or oily skin?

- Cleanse with Epiwash Deep Cleansing Wash C for sensitive and normal skin. For oily skin- cleanse with Epiwash High Foaming Cleanser F.
- Use Epiwash Exfoliating Scrub twice a week.
- Moisturise at night with Xeroderm night cream.
- For daily moisturiser use Epizone A and Xeroderm Sunscreen SPF 30/40 during winter and summer.



What is an ideal skincare routine for women?

- Cleanse with Epiwash Deep Cleansing Wash C for sensitive and normal skin. For oily skin- cleanse with Epiwash High Foaming Cleanser F.
- Use Epiwash Exfoliating Scrub twice a week.
- Moisturise at night with Xeroderm night cream.
- For daily moisturiser use Epizone A and Xeroderm Sunscreen SPF 30/40 during winter and summer.

What is an ideal skincare routine for men?

- Cleanse with Epiwash Deep Cleansing Wash C for sensitive and normal skin. For oily skin- cleanse with Epiwash High Foaming Cleanser F.
- Use Epiwash Exfoliating Scrub twice a week.
- Moisturise at night with Xeroderm night cream.
- For daily moisturiser use Epizone A and Xeroderm Sunscreen SPF 30/40 during winter and summer.



What is an ideal skincare routine during cold/dry winter months?

Face:

- Cleanse with Epiwash Deep Cleansing Wash C.
- Use Epiwash Exfoliating Scrub twice a week.
- Moisturise at night with Xeroderm night cream.
- For daily moisturiser use Epizone E and Xeroderm Sunscreen SPF 30/40 during winter and summer. Follow the link for more information: <http://epizoneskin.co.za/our-products/face-care/>

Body:

- Wash with Epiwash Cleansing Bars and add Epizone Bath and Shower Milk to water.
- Moisturise with Epizone E.
- Apply Xeroderm SPF 30 sunscreen daily.



What is an ideal skincare routine during hot summer months?

Face:

- Cleanse with Epiwash Deep Cleansing Wash C.
- Use Epiwash Exfoliating Scrub twice a week.
- Moisturise at night with Xeroderm night cream.
- For daily moisturiser use Epizone E and Xeroderm Sunscreen SPF 30/40 during winter and summer.

Follow the link for more information: <http://epizoneskin.co.za/our-products/face-care/>

Body:

- Wash with Epiwash Cleansing Bars.
- Moisturise with Epizone A.
- Apply Xeroderm SPF 30/40 sunscreen daily, and remember to re-apply.

Follow the link for more information: <http://epizoneskin.co.za/bath-and-body-wash/>



What is an ideal skincare routine for eczema?

Wash with Epizone E and moisturize with Epizone E. If the patient suffers from itchy eczema they can apply the Epizone Menthol to the affected areas to cool the itch. Not to be used on broken skin or near the eyes.



Are all Epizone products safe to use on all ages? Is the Baby and Kids range the only Epizone products I can use on babies and children?

The entire range is suitable except the Menthol, LPC , Heel Balm and Plus.

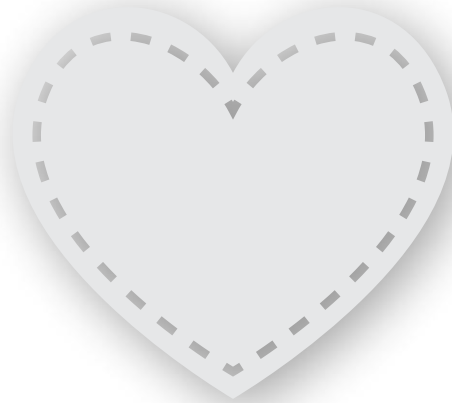
Follow the link for more information:

<http://epizoneskin.co.za/our-products/dry-skin/>

What is the difference between Epizone A and Epizone E. When is the ideal time to use each?

Epizone A is a creamy , aqueous, water-based cream and the Epizone E, is an emollient or ointment, which is oil- based. For summer the Epizone is light and fluffy and for winter the Epizone E is greasier and thicker.





We exist to care for your skin.

We are driven to treating sensitive and dry skin.

Our products are gentle, yet hydrating,
mild yet effective.

We are obsessed
with the natural
and healthy choice.

We are committed to giving you a
cost-effective head to toe solution for eczema.

CONTACT

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