

Frequently Asked Questions

- 1) How soon will I start seeing results when I use Janssen Cosmetics products?

Janssen Cosmetics products are result oriented cosmeceuticals, made with innovative and highly effective active substances. On regular application, you will notice your skin improving within a fortnight.

- 2) What are the long-term benefits of using Janssen Cosmetics products?

On regular use of Janssen Cosmetics products, the overall skin condition is improved. Skin looks balanced, even, well hydrated and nourished. The unique active substance combination works deep in your skin with proven effect.

- 3) Does Janssen Cosmetics have products for all skin types ?

Your skin is our passion. That is why it is especially important to us to provide you with detailed advice on cosmetic products. Our care series are therefore tailored to each skin type. Every person is unique, and so are their skin needs!

Janssen Cosmetics is a "Cosmeceutical Skin Care" brand from Germany. Our award winning skin care series have products for every skin type and concern.

- 4) What is the shelf life of Janssen Cosmetics Products?

All Janssen Cosmetics products use innovative, active ingredient combinations of the highest quality. Though the shelf life of the products is about 30 months from the date of manufacturing, an unopened pack remains fresh for longer.

- 5) How long can I use the product?

German research and quality ensures maximum effectiveness with minimal product usage. Janssen Cosmetics products have a high concentration of active ingredients and you need very little of the product in one application. On an average, the product lasts for 2-3 months.

- 6) How should Janssen Cosmetics Products be stored?

You can store Janssen Cosmetics products at room temperature in a cool and dry place away from sunlight.

Frequently Asked Questions

7) How can I make my Janssen Cosmetics Account?

Just click on the Login/Signup on the top right-hand corner of the page and fill in your name, email address and password.

8) I am having trouble logging in, how do I recover my password?

When signing in you can click on the forgotten password link. You will be redirected to a new page where you will be instructed to fill in your registered email address. You will receive an email with a link to reset password.

9) How do I save my address on Janssen Cosmetics Account?

When you sign up for your account, you can enter all your details including your address and phone number into your account page and it will be recorded for future purposes.

10) How do I order online?

Add products to your order by selecting a product and quantity and click on add to cart. Your total order amount will show in your shopping cart, you can click on 'view bag & continue shopping' to view the items in your cart. When you click on check out simply log into your account and fill in your shipping and billing information and press submit order. After we process your order, you will immediately receive a confirmation email.

11) What payment methods do you accept?

We currently accept Visa, Mastercard, American Express, Paytm, Freecharge, UPI, and all other payment options available on RazorPay.

12) The product I want is showing 'temporarily out of stock on the website, will it be available again?

Please connect with us on our Customer Care number.

13) How can I review my order history?

You can review your order history by checking your profile after you login into your account on www.janssencosmeticsindia.com

Frequently Asked Questions

14) Can I buy your products from anywhere in India?

Yes, we deliver all over India.

15) When will my order ship and how long will it take to arrive?

Once your order is confirmed, we will dispatch it within 1-2 working days. Once the order is dispatched a tracking number along with estimated delivery date will be sent over sms/email.

16) Can I make changes to my order once it has been placed?

No, once an order is placed, it cannot be changed. However, you may connect with us on our Customer Care number for further assistance.

17) How do I check the status of an order?

Once we have dispatched your order, you will receive an email with tracking information so you can easily track your package. If you have not received a shipping confirmation email within a few days of placing your order, please check your 'junk' folder. If you still didn't receive an email with tracking information, please contact us on ***contact@ieplindia.in***

18) Do you ship internationally?

No, we ship only in India.