

SHAVE DUDE

Frequently Asked Questions (FAQ)



Q. How can I shave without using water?

A. We realize that shaving without water is an unorthodox concept, but Pain Free Easy Shave's™ active ingredient, Penitrol,™ hydrates the skin; hence, water is not required before, during or after a shave. Rubbing the excess into the skin after shaving keeps it moisturized, feeling clean, and facilitates the conditioning process.

Q. What about the hair follicles that remain on the skin after a shave?

A. No hair follicles remain on the skin. In fact, Pain Free Easy Shave's™ formula forces a razor blade to catch all of the hair.

Q. What is Penitrol™?

A. Pain Free Easy Shave's™ active ingredient Penitrol™ is a formulated system that penetrates below the skin's surface and produces agents similar to those naturally found on the skin. It not only moisturizes while shaving, but cleans and removes old skin. Consequently, it conditions, protects and keeps skin looking young and healthy.

Q. Is Penitrol™ harmful to the skin?

A. No. It helps rejuvenate, protect and keeps the skin looking young and healthy!

Q. What is Pseudofolliculitis barbae and why does it affect the majority of Black men?

A. Pseudofolliculitis barbae, more commonly known as ingrown hair or razor bumps, occurs when shaved hair re-grows into the skin after shaving. The symptoms consist of irritation and inflammation that can result in painful, scar-causing facial conditions. Razor bumps mainly affect Black men because they have coarse, curly hair that tends to curl back into the skin after shaving.

Q. I don't experience bumping. How can Pain Free Easy Shave™ help me?

A. Whether you experience irritation from using a blade, or have sensitive skin or experience bumping Pain Free Easy Shave™ provides the smoothest, closest, shave you can get using a blade. Essentially, our product is enhanced, which eliminates the need for multiple products, like pre and post shave lotions. Pain Free Easy Shave™ leaves the skin looking, younger and feeling smoother than a baby's bottom!

Q. Will Pain Free Easy Shave™ help prevent razor bumps and burning?

A. Yes. One reason razor bumps occur is that the hair is not been raised up away from the skin before shaving. Pain Free Easy Shave™ contains a special lubricant that softens and straightens the hair shaft so it can be cut close to the pore. The closer the shave, the less chance for new bumps to form. Plus, bacteria-fighting antiseptic and anesthetic ingredients in Pain Free Easy Shave™ help stop irritation and inflammation. Your skin is left feeling cool, soothed and refreshed.

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Q. Why is Pain Free Easy Shave™ better for the skin than shaving powders and depilatories?

A. Pain Free Easy Shave's™ rich moisturizers make shaving easier and leave the skin soft and supple. Shaving powders and depilatories have harsh, caustic formulas, usually lye based, which can not only dry, burn and easily irritate sensitive skin, but reduce the skin's ability to fight bacteria, leaving the skin susceptible to infection. In addition, they leave an unpleasant smelling residue on the skin, and are difficult to wash off. Pain Free Easy Shave™ is medicated and good for the skin, because of its trade secret ingredient Penitrol™ and it smells good, too.

Q. Are there any warnings before using Pain Free Easy Shave™?

A. No. Pain Free Easy Shave™ does not carry warnings on its packaging or in its advertisements because it will not cause skin irritations. It can be used safely and effectively even on the most sensitive skin. The harsh formulation of other shaving products such as, Magic Shave, and other depilatories, are legally required to warn consumers, of possible irritation, on their packaging and in their advertisements.

Q. Why does Pain Free Easy Shave™ make razor shaving more comfortable than foams or gels?

A. Pain Free Easy Shave™ is a true cream. It lays down a rich surface that cushions the impact of the blade. Your razor glides smoothly, therefore, reducing nicks and cuts. Foams and gels collapse, leaving the skin with less of a protected shaving surface. Also dermatologists contend that in order to get a close and comfortable shave with a razor, there must be enough vital lubricants present in the shaving product itself. Not only does Pain Free Easy Shave™ contain more necessary ingredients than other products, but its cream formulation holds these emollients better.

Q. Can Pain Free Easy Shave™ be used on skin with razor bumps?

A. Yes, however, not for shaving. It is important to remember that shaving with a razor over bumps will rupture them and cause further complications. If you want to remove the hair, use clippers first. Follow with a light application of Pain Free Easy Shave™ to help heal existing bumps. Once your skin is clear of bumps, you may continue shaving with Pain Free Easy Shave™; its medicated formula helps prevent new bumps from forming.

Q. Why is Pain Free Easy Shave the all-in-one shaving preparation?

A. Pain Free Easy Shave™ is the all-in-one Medicated Shave Cream, Pre-Shave Conditioner and After-Shave Moisturizer. No other product does as much for your skin as Pain Free Easy Shave™. It fights razor bumps, sets up and softens your beard for a close shave, reduces nicks and cuts, conditions the skin to feel cool and comfortable and helps heal existing bumps on contact.

Q. What can you expect from Pain Free Easy Shave?

A. A soft, smooth and bump-free shave every time. All of the ingredients in Pain Free Easy Shave™ work to prevent razor bumps and burning. It cools, soothes and helps existing bumps on contact. Plus, its special antiseptic action and moisturizers shield the face from after-shave irritation.

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Q. What's the plus in Pain Free Easy Shave?

A. Pain Free Easy Shave™ aids in the breakdown and removal of dead skin cells usually associated with difficult shaving conditions. These same ingredients also help accelerate the formation of healthy new skin.

Q. When is the best time to use Pain Free Easy Shave?

A. Every time you shave. Use it as often as you like. Pain Free Easy Shave™ is good for your skin.

Q. Can I use Pain Free Easy Shave™ for body or pubic area shaving?

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SHIPPING POLICY:

Q. What are your shipping policies on orders?

Domestic Shipping:

Easy Shave Company currently only provides domestic shipping. Shipping costs are based on UPS- Ground-Only Shipping service and rates. Delivery times will vary depending on shipping destination.

Our transportation partners do not process orders on the weekend. Therefore, if you place an order after 5 p.m. Eastern Time on Friday, you may experience a delay between your order shipped confirmation email and the actual shipment of your order.

International Shipping:

We're sorry for any inconvenience, but we do not currently ship internationally. Please check back with us as we add more international distributors.

Risk of Loss:

All items purchased from us are made pursuant to a shipment contract. This means that the risk of loss and title for such items pass to you upon our delivery to the carrier.

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RETURN POLICY:

Q. How do I return something to Easy Shave.net?

Your complete satisfaction is our ultimate goal. We offer two types of returns: Replacement or a Refund/Credit "We do not offer exchanges." You may return items for, replacement, a credit or refund, within 15 days of receipt, with proof of purchase. We'll also provide free return shipping if your return is the result of our error. In other cases, a return postage fee will apply.

Replacement:

Products are eligible for a Replacement of the same item if the original product is damaged, defective, or if you receive the wrong product.

Refund/Credit:

Products are eligible for a "Refund/Credit" if;

- a) You decide when received, "never opened" that you don't want the item. Please note, a return shipping fee will apply and you may be subject to a 4% restocking fee or
- b) You have had an adverse skin reaction.

Returning Products:

Step 1: Keep all original packaging materials and damaged product (if applicable)

Step 2: Download and fill up the Return Request Form and e-mail to returns@easyshave.net or fax it to 1 866 216-8668.

Include your order number and the reason you want to return each item (choose one of the following):

- "E" - Ordered the wrong item
- "M" - Received an item that was not ordered
- "S" - Did not like item or changed mind
- "Q" - Item was damaged or defective
- "G" - Had an adverse skin reaction

Step 3: A Customer Care specialist will reply to your return request form and assist you with your inquiry, and make arrangements for returning the item(s).