

Frequently Asked Questions

Q: What makes Seacret products so special?

A: Seacret products provide a beneficial, soothing retreat for your skin. All our products contain minerals from the Dead Sea in proprietary formulations, in addition to other important natural ingredients we have specifically selected.

Q: How do your products help reduce wrinkles?

A: The aging process, along with exposure to environmental elements such as prolonged exposure to the sun and pollution, produce free radicals which wreak havoc on your skin. Our unique ingredients, including vitamins and amino acids, essential oils, Aloe Vera, Chamomile and minerals from the shore of the Dead Sea encourage a natural age-defying renewal to promote healthy, younger looking skin.

Q: Do any Seacret products contain animal ingredients and/or by-products? What about animal testing?

A: A few select Seacret products do contain animal ingredients and/or by-products; however, Seacret™ does not test on animals.

The only products that contain animal ingredients are the REVIVE Eye Serum and REGAIN Eye Cream—which contain collagen derived from fish. Our hairbrushes also have bristles made with Boar's hair.

Q: Why is my favorite product unavailable online or discontinued? What can I use now?

A: Decisions to discontinue or introduce a product or size are made in response to consumer preferences and purchasing patterns throughout the country. Please email support@seacretdirect.com with the name of the product that has been discontinued, and they will be happy to provide alternative recommendations.

Q: Is it safe to use my credit card on your website?

A: Yes. When you submit any personal information (name, address and credit card) during checkout, the data is encrypted and sent over a secure connection to our website server. We implement various security measures in accordance with industry standards to protect the security of your personal information both online and offline.

Q: What is your return/exchange policy?

A: Please see our [Return Policy](#).

Body & Nail

Nail Care Collection, Mineral Massage soap, Nail Buffer, Cuticle Oil, Hand Cream with Shea Butter, Foot Cream with Tea Tree Oil, Sal Scrub, Salt & Oil Scrub, Body Butter, Body Lotion

Q: There is a high blood pressure warning on your Salt Scrub; is it unsuitable for those with high blood pressure?

A: The warning statement on our Salt Scrub refers to use in a hot bath, not the product itself. Blood pressure can elevate because of the high temperature of the bath water, not from the use of our Salt Scrub.

Q: What is your buffer made of?

A: It is made from sponge and sandpaper. It is much gentler on the nail than other buffers.

Essential Skincare

Deep Cleansing Facial Wash, Facial Cleansing Milk, Eye Booster, Essential Face Cream, Intensive Face Cream, Intensive Night Cream, Mineral-Rich Skin Refresh Toner, Balancing Facial Serum

Q: Can you use Cleansing Milk around the eyes?

A: This product is not made specifically for the eyes. However, it is gentle enough, should you choose to use this around the eye area, **use care to not get it in your eyes**. If you do get some of the product in your eyes, please promptly rinse with water.

Q: The Cleansing Milk does not say to rinse off after applying. Should it be rinsed?

A: Yes, it should be rinsed after being applied to the skin.

Q: What makes the Eye Booster unique?

A: The Eye Booster is a very cooling gel with a unique ceramic applicator. The ingredients used focus specifically on reducing the appearance of puffiness and dark circles. The special ceramic applicator provides a cooling effect to help with under eye circles and puffiness, as well as Vectorized Caffeine to help with dark circles. Continued use leaves the eye area looking firmer and younger.

- **Fragrance Free**
- **Clinically tested for the appearance of dark circles and puffiness**
- **Ophthalmologist tested**

Advance Skincare**Regain Eye Cream, Revive Eye Serum, Restore Facial Serum, Refresh Facial Cream****Q: What are peptides and how are they relevant in Seacret products?**

A: Peptides are a compound containing two or more amino acids in which the carboxyl group of one acid is linked to the amino group of the other. Peptides form chains of amino acids that speak to the collagen within your skin for restoring your years.

In our Seacret formulations, peptides are included to help combat the visible signs of aging. Our body naturally produces them, but our body slows down production as we age. Our age defying line will help address the concerns that show on our skin.

Q: What is the difference between the REVIVE Eye Serum and the REGAIN Eye Cream?

A: Eye creams generally include ingredients to address puffiness, slacking skin, and brightening dark circles in an effort to provide an overall younger look. However, serums are created to penetrate the skin, delivering key ingredients to the skin where it's needed most. Serums compliment a moisturizer; they are NEVER a stand-alone product. An eye cream tackles challenges with the skin around your eyes. Adding a serum to your routine can complement the effectiveness of our eye cream.

Q: How do serums differ from moisturizers?

A: A serum, which has a smaller molecular structure than a cream, prepares your skin for a moisturizer, enhancing the beauty benefits.

Q: What are the green dots on the Vitamin Rich Moisturizer?

A: They are vitamin A and E capsules that dissolve on the skin.

Q: Why do the REVIVE Eye Serums differ in color (Some are more yellow)?

A: The color is affected by light, which takes away the color from the beta-carotene. The color change will not affect the product.

Specialty & Treatment**Recover Day Masque, Mineral-Rich Peeling Gel, Renew Scrubbing Mask, Revitalize Thermal Mask, Purifying Peeling Milk, Eye Makeup Remover, Active Clear Facial Wash**

Q: Is the RECOVER Night Mask supposed to be orange in color?

A: Yes. Because of the Sea Buckthorn oils used in this product, the color of this mask is a bright yellow/orange color.

Q: What is the difference between RECOVER Day and Recover Night?

A: Both include the same formula, except Night contains Sea Buckthorn Oil and Jojoba Oil, and Day does not.

Q: Can you use RECOVER around the eyes?

A: While RECOVER is not specifically formulated for around the eyes, it may be used around the eye with caution.

The Recover products contain very powerful formulas. If used around the eye area, use caution and do not get it close to your lash line, as the product may get into the eye. If you get it in your eyes, please rinse immediately with water.

Q: How long do you leave the RECOVER Mask on your face?

A: Allow the RECOVER Mask to set for about 15 minutes or until it looks “powdery” white, as it is then dry. The white “powdery” look indicates that it is ready to be removed. How long this takes to occur will depend on how thick the mask was applied.

Q: When applying the RECOVER Mask, should the skin be damp or dry?

A: The mask should be applied to damp skin.

Q: How should the RECOVER mask be applied?

A: Activate the mask by massaging the sachet before opening, until the contents are fluid. Spread the mask evenly on clean, slightly damp skin in sweeping motions. Be sure that the application is even and smooth. To see results on your neck, form a complete connective net over the face and neck.

Q: Can RECOVER be rubbed off dry to exfoliate the skin?

A: It is recommended to rinse with lukewarm water, but if you are very gentle with the removal, dry is okay.

Q: How long do the RECOVER results last after taking off the mask?

A: Between 5-8 hours. You'll see the best results approximately two hours after removing the mask.

Q: What is Nano Technology?

A: Nano technology is used exclusively in our RECOVER Mask. Nano technology is executed on a scale of less than 100 nanometers. We utilize Nano technology in the patented silica microstructures that bind together to physically lift and smooth your skin, instantly, yet temporarily diminishing wrinkles and fine lines.

Q: How often can the RECOVER Day and Night masks be used?

A: We recommend using it at least twice a week to receive the most benefits.

Q: Is the Dual Phase Makeup Remover safe for lash extensions?

A: No, it is not recommended for lash extensions since the silicone contained in our eye makeup remover may break down the lash adhesive.

Q: How many times can I use the Peeling Gel?

A: Peeling gel is a treatment / exfoliator. We recommend using this product no more than twice per week.

Q: What is the proper way to take off the Peeling Gel?

A: Apply to face and neck. Gently massage for one minute for peeling effect. Rinse thoroughly and gently pat dry.

Q: How often should I use the Peeling Milk?

A: The peeling milk exfoliates dead skin cells and should be used no more than twice per week.

Q: What is special about the Seacret Mascara brush?

A: Our mascara brush was designed in a special cone shape. The bristles help volumize and boost your lashes, and the slightly tapered end allows you to separate lashes and target specific areas like smaller lashes and the inner corners.

Q: Does the Seacret Mascara contain fibers?

A: The Seacret Mascara does not contain fibers.

Q: What are the ingredients found in Seacret Mascara?

A: For a complete list of the ingredients found in each product, please consult the product and/or packaging.

Hair

Shampoo, Conditioner, Reviving Hair Mask, Nourishing Hair Serum, Hair Styling Clay, Pro Styling Flexi Hairbrush, Pro Styling Wide Hairbrush, Pro Styling Hair Straightener

Q: Is your shampoo safe for chemically treated hair?

A: Yes, Seacret's shampoo is SLS (Sodium Laureth/Lauryl Sulfate) free, and therefore has been demonstrated safe for chemically treated hair. We do not recommend using the shampoo, conditioner or hair mask on hair that has a perm or 'Brazilian Straight' because of the salt contained in the products.

Q: Is our Hair Straightener safe to use every day?

A: Yes, our Pro Styling Hair Straightener is safe to use every day.

Q: Why does the Hair Straightener vibrate?

A: The vibration function (8000 per minute) provides unparalleled smoothness during styling.

Q: What does the flexy brush bend?

A: Our brush bends to make it easier to pull through thin short hair.

Q: Are Seacret Brushes heat resistant?

A: Yes, both of our brushes are heat resistant and can be used to style your hair.

Q: Is the Pure Salt Hair & Scalp Shampoo safe for keratin and chemically treated hair?

A: The Pure Salt Shampoo can be used safely on color-treated hair; however, it is not recommended for use on chemical or keratin-treated hair. Salt-based products should never be used after a chemical or keratin treatment.

Mud

M4 Magnetic Mud Mask, Clarifying Mud Mask, Mud Soap, Mud Therapy Hand Cream, Mud Therapy Foot Cream, Body Mud

Q: What's in your Mud Mask?

A: Our mud mask is pure and contains natural ingredients — minerals and vitamins that are unique to the soils of the Dead Sea region, no chemicals. For a complete list of the ingredients found in each product, please consult the product and/or packaging.

Q: What is Biomagnetism and why is it in M4?

A: The M4 Mask revives your skin through the power of Biomagnetism. As you run the magnet over your face, the iron powder in the mask is magnetized, creating micro-electric currents that gently refresh your skin. At the same time, the Dead Sea minerals, essential oils, and Vitamin PRO B5 and E moisturize within the formulation, pamper, and rejuvenate the skin. The result: smoother, more radiant, healthier, younger looking skin.

Q: What changes will a customer see after using the M4?

A: The M4 may help fight the visible signs of aging by deeply moisturizing the skin and helping to remove impurities from the skin.

Q: Does the M4 remove black heads?

A: M4 helps with cleansing your skin. Due to this process, it “may” help with blackheads. M4 is recommended for normal to dry skin **not oily or combination skin types**.

Men

Men's Liquid Facial Wash, Men's Oil Free Hydration Gel, Men's After-Shave Balm

Q: Do you have products for men?

A: We do offer a Men's Product line; however, all Seacret products are suitable for both men and women.

Allergens / Skin conditions or concerns and ingredients:

Q: Do Seacret products contain commonly known allergens like gluten or nuts?

A: Some of our products contain gluten (wheat), nuts, and/or lactic acid.

LACTIC ACID is found in:

Refresh Vitamin-Rich Moisturizer
Regain Age-Defying Eye Cream
Rehydrate Age-Defying Vitamin-Rich Night Cream
Restore Age-Defying Serum
Balancing Facial Serum
Essential Moisture Face Cream

Intensive Moisture Face Cream
Intensive Moisture Night Cream
Men's Oil-Free Hydration Gel
Men's After-Shave Balm
Mineral Rich Reviving Mud Hair Mask
Recover Gold Core Timeless Serum
We are in the process of changing the formula to come without this in it.

SWEET ALMOND OIL is found in:

Regain Age-Defying Eye Cream
Body Butters
Body Lotions
Cuticle Oil
Foot Cream with Tea Tree Oil
Salt & Oil Scrubs

WHEAT/GLUTEN is found in:

Regain Age-Defying Eye Cream
Rehydrate Age Defying Vitamin Rich Night Cream
Restore Age-Defying Serum
Body Lotions
Intensive Moisture Night Cream
Mineral Rich Reviving Mud Hair Mask
Recover Gold Core Timeless Moisturizer
Recover Gold Core Timeless Serum

COLLAGEN is found in:

Regain Age-Defying Eye Cream – marine source collagen
Restore Age-Defying Serum - soluble collagen
Revive Age-Defying Eye Serum – marine source collagen

SOY is found in:

Regain Age-Defying Eye Cream
Body Lotions
Intensive Moisture Night Cream
Mineral Rich Reviving Mud Hair Mask
Recover Gold Core Timeless Moisturizer
Recover Gold Core Timeless Night Cream
Recover Gold Core Timeless Serum

Q: Are there risks of cross-contamination during the manufacturing process with the Seacret products?

A: There is no risk of cross contamination between products as the machines that are being used are completely sanitized after every production. This is a standard operating procedure within manufacturing.

Q: Can women who are pregnant or lactating use Seacret products?

A: If you have any concerns, always consult your doctor.

Q: Does the Seacret Eye Booster contain Gluten in it?

A: The Eye Booster is Gluten free.

Q: Should the age defying products be avoided during pregnancy because of the high vitamin A content? Can it interact with increased hormones creating sensitivity to the product, especially the sun and peptides?

A: Always check with your doctor if you are concerned. If used as directed, the amount of Vitamin A in the product should not pose a risk.

Q: Do Seacret products help with Rosacea and how?

A: No. Seacret products are not formulated to help with medical conditions like rosacea. Please consult your physician for treatment options. Seacret products, which are formulated with minerals from the Dead Sea, do provide soothing benefits for most skin types.

Q: Are Seacret products FDA approved?

A: The FDA does not provide approval for cosmetic products. All cosmetic and personal care products are regulated by the Food, Drug, and Cosmetic Act (**FD&C Act**). Additionally, our manufacturing facility adheres to and follows all FDA requirements.

Q: Are Seacret products OTC approved?

A: The only two products that are OTC (Over the Counter) are the Active Clear Facial Wash and Active Clear Facial Toner. OTC approval is tied to active ingredients approved for use in cosmetics by the FDA. The Active Clear Facial Wash and Active Clear Facial Toner contain salicylic acid, which helps with the treatment of acne.

Q: Are Seacret products pH balanced?

A: Yes, Seacret products are pH balanced. The optimal pH range for cosmetics and personal care products is between 5 to 7.

Q: Can your products interact adversely with medications or a physician's care? Do the products have any medical cautions?

A: If you are under the care of a physician or dermatologist, only he or she can best advise you of the appropriate products that would work best with your prescribed treatments. We recommend that you ask your dermatologist about the use of Seacret products, to determine what is appropriate for you.

Q: What is SLS?

A: Sodium Laureth Sulfate/SLES. This ingredient serves as a detergent in many personal care products and is a foaming agent. Research has found that it may cause irritation in some cases because it can be derived from palm oil, coconut oil and palm kernel or petroleum mineral oil. It creates a foamy lather as it cleans and is very effective at removing oil and dirt from clothes and surfaces. It is inexpensive and almost completely biodegradable. **Seacret products are completely SLS free.**

Q: Is Methyl Paraben a chemical?

A: It is a chemical preservative that is not used in Seacret Products. We do not use *any* type of parabens in our products.

Q: What is the composition of the fragrance used?

A: Due to proprietary reasons, the percentages of the ingredients included cannot be disclosed. However, many of our products use only essential oils, and some contain a small amount of synthetic fragrance. Please check your product information sheet for more detailed product ingredient information.

Q: Are the vitamins in your skincare products man-made or are they made from a whole food source?

A: The vitamins in our skincare products come from cosmetic industry, they might come from food but go through a different process to be used in skincare.

Q: Is the vitamin B used in your products synthetically sourced?

A: Yes, the Vitamin B in our products is synthetically sourced.

Q: What is the most common preservative used in your products?

A: The most common preservative we use is Phenoxyethanol.

Q: Do any products contain Methylchloroisozolinone or any of its ingredients?

A: No, our products are Methylchloroisozolinone-free

Q: What is Methylchloroisoizolinone (MIT)?

A: It is a preservative used in products like shampoo and body care items. It helps products last longer on the shelf and in your bathroom cabinets without becoming contaminated with unwanted bugs, bacteria, and fungi. Seacret products no longer contain MIT.

Q: Do Seacret products contain GMOs (Genetically Modified Organisms)?

A: No, our products do not contain GMOs.

Q: Can Vegans use Seacret products?

A: Seacret is not labeled as Vegan, and therefore usage is at the discretion of each individual.

Q: Why does the Dual Phase Eye Makeup Remover say it's oil free, but looks and feels oily?

A: Dual phase is a silicon-in-water formula that mixes together only when you shake the bottle. The silicone (or clear phase) dissolves eye make-up and mascara. It may feel oily, but it is not oil. The blue phase is Dead Sea water that soothes the delicate skin of the eye area. (The water phase is the blue part and the silicone phase is the white part.)

Q: Why is DMDM Hydantoin used in our products, what is the purpose?

A: It is only used in The Body Mud and it is used as a preservative.

Q: Can the Glycerin used in our products raise glucose levels in diabetics?

A: No, it is a very small amount used. Consult your Doctor for any concerns.

Q: Is the Glycerin used in our products natural based?

A: Yes, the glycerin in our product is derived from a natural source.

Packaging / Shelf life:

Q: Does the product packaging contain BPA?

A: Our packaging does not contain BPA.

Q: I received my product damaged, what should I do?

A: Please call customer care toll free at 877-680-9622 for assistance, or take a picture of the product and the number on the bottom of the jar and send an email to customer care at support@seacretdirect.com.

Q: Can Seacret products be refrigerated to increase shelf life?

A: No, it will not increase shelf life of our product.

Q: What does the open can on the back of the product mean?

A: Expiration dates on the packaging exist due to International Law, as all products distributed in Europe must have an expiration date. Conversely, in the US, there must be at least a batch and/or lot code. Some manufacturers choose to use an expiration date for products distributed in the US.



In general, 12M indicates that upon initially opening the product, it has a shelf life of 12 months.

However, once the RECOVER Mask packet is opened, you will use the entire contents of the packet, which does not apply in this instance. This also would not apply to a product with a pump dispenser, as the contents would not be contaminated by the air or your fingers.

What product should I use? / Specific product inquiries, question on specific ingredients or tests:

Q: How does your product help reduce wrinkles?

A: Our formulations, which contain minerals from the Dead Sea coupled with vitamins, amino acids, and essentials oils, aid in the rejuvenation of your skin. This helps to promote an overall healthier, younger looking complexion. Including exfoliation in your beauty routine, it will help with the removal of dead skin cells thus reducing the appearance of fine lines, wrinkles and uneven skin tones.

Q: Do Seacret products clog pores? (comedogenic)

A: Seacret products are formulated to be noncomedogenic, therefore they should not clog pores.

Q: Because the Dead Sea minerals contain compounds that are found in sunscreens, do Seacret products naturally have sun protection included?

A: No. The amount of minerals used is not sufficient to provide sun protection.

Q: Are Seacret products chemical free?

A: No. Seacret is the best of both science and nature combined, and therefore the products are not chemical-free. However, our products are rich with natural elements including Dead Sea minerals, vitamins, herbal extracts, amino and fatty acids, and most of our products contain essential oils. Coupled with our scientific influences such as Peptides and Nano-technology the beauty benefits are remarkable.

Q: What is a good product to lighten sunspots or hyperpigmentation?

A: We do not have anything that specifically targets sunspots or hyperpigmentation; however, through the process of exfoliation and subsequent removal of dead skin cells, your skin will look brighter and more even toned.

Q: Since Seacret does not have a specific product to lighten sunspots or hyperpigmentation, what do you recommend?

A: The action of exfoliation can assist in the evening out of skin tone. Our products also contain powerful vitamins and minerals that help protect against free radical damage. Over time, the combination may assist in providing long-term beauty benefits. Therefore, we recommend using the exfoliating product that best suits your skin type and lifestyle.

Q: What products can someone use if they have Acne?

A: Seacret has the Active Clear Toner and Active Clear Facial Wash, which contain salicylic acid to aid in the treatment of acne.

Q: What product is recommended for someone who has skin conditions such as Psoriasis, Dermatitis, etc.?

A: Please consult with your physician for any medical condition. Seacret does not have products for the treatment of these conditions.

Q: Help! I used the Seacret products and now pimples are coming up?

A: It is common to have minor breakouts when starting a new skincare regimen. If your condition worsens and / or does not get better, please discontinue use and contact your physician.

Q: What products can be used on babies?

A: Seacret products are not recommended for use by anyone under the age of 14 years old. Babies typically have more sensitive skin and should use only products designated especially for their skin needs.

Q: Can I use the face products on my body?

A: You can use Seacret facial products on the body, such as RECOVER on your hands.

Q: Do Seacret products contain micro beads?

A: The items containing exfoliating bits are:
Renew Scrubbing Mask – Bamboo bits
Purifying Peeling Milk - apricot bits

Q: What can I use to shrink my pores?

A: Unfortunately, you cannot shrink a pore: however, you can minimize the appearance of pores using our Mineral Rich Skin Refresh Toner and Clarifying Mud Mask or Mud Soap.

Q: Are SEACRET products hypoallergenic?

A: Yes, all our products are hypoallergenic

Q: What is the Palm Oil used in our products derived from?

A: Palm Oil is derived from fresh fruit.

Q: Are Seacret products dermatology tested?

A: When products are hypoallergenic, this means that they are also dermatology tested a hypoallergenic test is more comprehensive than a dermatology test.

Social Questions and Concerns

Q: Who is the manufacturer of your products?

A: All our products are manufactured by certified and licensed professional manufacturing companies. For proprietary reasons, we do not disclose this information.

Q: How do we compare to other Dead Sea brands?

A: Seacret products have a high concentration of Dead Sea minerals. That, combined with scientific breakthroughs like peptide technology, bio-magnetism and nanotechnology, give us a competitive edge over other brands. Our line boasts an amazing blend of nature and science, and the results are impossible to deny.

These advanced technologies combined with Dead Sea mineral formulations and our 10 years of research & expertise are manufactured using only high-quality ingredients at one of the most reputable and largest facilities in the cosmetics industry. We demand that our products maintain high levels of safety and efficacy that our consumers deserve.

Seacret touts using the most advanced technology in the anti-aging skincare market currently available. The RECOVER Masque brings nanotechnology integrated with Seacret's patented matrix of silica microstructures. Wrinkles are addressed leaving skin looking youthful and vibrant.

Q: Are Seacret products free of animal ingredients?

A: No, we use marine source collagen in our Eye Serum, Anti-Aging Face Serum, and our hairbrushes also include Boar Hair.

Q: Are your products tested on animals?

A: No, we do not test on animals.

Q: Why do we use Propylene Glycol?

A: Propylene Glycol has a wide variety of uses. In cosmetics, it is used to help produce a consistent texture.

Q: How are the minerals harvested from the Dead Sea?

A: Only a few companies are permitted to harvest from the Dead Sea. Seacret is one of those companies and remains in complete compliance with the Israeli government in extracting minerals from the Dead Sea. But our process is proprietary and cannot be disclosed.

Q: Why are the labels for Canada Different than US?

A: Canada has different regulations than the US and requires different labels.

Q: Are SEACRET Products Biodegradable?

A: Yes, our products are Biodegradable