

FAQ

What is Mederma® Advanced Scar Gel?

Mederma® Advanced Scar Gel is the first and only 1X daily topical gel formulated to help reduce the appearance of old and new scars. Mederma® Advanced is clinically shown to improve the color, texture, and overall appearance of scars.

Are results guaranteed?

Yes. If you've been using Mederma® Advanced Scar Gel for at least 8 weeks for new scars (or 3-6 months for older scars), and are not happy with the results, print and complete [this form](#) and send it to us with the original receipt for a refund of the purchase price, excluding any taxes or other fees. If you have questions about the Mederma® Money Back Guarantee, please call 1-888-925-8989.

Who should use Mederma® Advanced Scar Gel?

Anyone with a scar can use Mederma® Advanced Scar Gel. However, some people may be sensitive to its ingredients, so if you experience swelling, scar discoloration, or severe itching, stop using Mederma® Advanced immediately. If symptoms persist, contact your doctor.

Where can I find Mederma® Advanced Scar Gel?

To find a retailer in your area that carries Mederma® Advanced Scar Gel, or to purchase online, visit the [Where to Buy](#) page. Look for Mederma® Advanced in the first aid or skin care aisle.

Does Mederma® Advanced Scar Gel make scars disappear?

No product can make scars disappear completely. But Mederma® Advanced Scar Gel can help them appear softer, smoother, and less noticeable.

My Mederma® Advanced Scar Gel box says, “do not use on open wounds.” At what point is my wound considered completely closed?

A wound is completely closed when the scab falls off or the stitches are removed. You can begin to use Mederma® Advanced as soon as there is no visible scab where the wound occurred or your stitches have been removed. While there is still a scab or stitches present, keep the wound clean and covered—this will speed healing time and help reduce the appearance of the resulting scar.

Can I use Mederma® Advanced Scar Gel with other products and medicines?

You can safely use Mederma® Advanced Scar Gel with other cosmetic products like lotions and makeup. However, Mederma® Advanced works best when it can be easily absorbed into the skin,

so it's best to apply when your skin is clean and then allow time for it to dry before applying other products. Please consult your healthcare professional before using Mederma® Advanced with other topical (on the skin) products that you purchase with a prescription.

If I use Mederma® Advanced Scar Gel on my face to treat acne scars, will it cause me to break out?

Mederma® Advanced Scar Gel is a non-greasy, water-based gel, so you should be able to use it without breaking out. However, everyone's skin reacts differently to new products. Your best bet is to test Mederma® Advanced on a small part of your chest or back to see if you have a reaction to the product. If you do not have a reaction, you can then use it on scars as you see fit.

What is Cepalin®?

Cepalin® is the proprietary botanical extract in all Mederma® products. It's part of the Mederma® formula that works to improve the overall appearance, texture, and color of scars.

What happens if I miss an application of Mederma® Advanced Scar Gel on my scar?

For the best results on your scar, you should try to apply your Mederma® Advanced daily as directed. If you miss applications frequently, it will take longer to see results. If you're concerned about forgetting to use it regularly, sign up for the Mederma® reminder program. It's a great resource for the forgetful and the diligent alike to be sure you keep up with your Mederma® applications, and it offers new tips and facts about skin and scars.