L'OCCITANE en Provence Returns Department NAT 9388 LONDON E6 6BR

L'OCCITANE En provence

RETURNS FORM

It is L'OCCITANE's intention to satisfy our customers. For this reason, we will gladly issue an exchange or a full refund to the original credit card for any un-opened merchandise bought on www.loccitane.co.uk or in one of our UK boutiques (excluding department stores and airport stores) that is returned within 28 days from the date of purchase. All items must be un-opened and in a saleable condition. We cannot offer exchanges or refunds on any opened or used products. Items purchased in our outlet boutiques (Bicester, Portsmouth, Cheshire Oaks) are subject to exchange only. Items returned with a gift receipt are subject to exchange only. Any promotional gifts received with products must also be returned.

Please read and follow the returns instructions carefully, failure to enclose all items for refund or the requested documentation could result in your refund or exchange being delayed or refused.

Return Instructions:

- Complete the information below with your details. Please include your invoice number and choose the reason for returning the product(s) from the reason codes below
- Please wrap all items securely and address the package using the address above
- Enclose all item(s) that are listed on the form and include this form with the item(s) you are returning
- Please enclose a copy of your original order confirmation email or store receipt
- Make a copy of this form for your own records
- Your parcel can take up to 10 days to be delivered to us and we will contact you upon receipt of your return. If a refund has been requested, this will appear on your statement within 30 days of being returned.

Name :			

Email Address: _____

Telephone Number: _____

ltem No	Item Description	Invoice / Receipt No	Quantity	Reason Code	Price

Reason Codes:

- UN Product unwanted
- OE Product ordered in error
- WI Wrong item sent to me
- D Product damaged or faulty
- R I had a reaction to this product

For further information, please visit our Customer Service page at <u>www.loccitane.co.uk</u>.

Alternatively, you can speak to a member of our Customer Services Team on 0800 368 9000 – Monday to Friday - 9am to 5.30pm (excluding bank holidays).