

# L'OCCITANE

## Online Shopping Guide

CUSTOMER SERVICE



SHIPPING



FREE SAMPLES



GIFT WRAPPING



ABOUT US



BOUTIQUE



NEWSLETTER





**ONLINE SHOPPING CUSTOMER**

Cherry Blossom  
Eau de Toilette  
R\$11.90

*LOVE BLOOMS IN PROVENCE*

*"It is because cherry blossoms fly away  
in the first breeze of spring  
that they are so rare and precious"*

Olivier Baussan, L'OCCITANE Founder

[SHOP NOW](#)

[CONTACT](#) | 
 [FREE SHIPPING](#) | 
 [STORE LOCATOR](#) | 
 [FREE SAMPLES](#) | 
 [FREE GIFT WRAPPING](#)

**YOUR ONLINE EXCLUSIVE GIFTS**

**NOVELTIES**

Cerisier Rouge  
Beautifying Milk  
250ml

Cerisier Rouge Eau  
Intense 50ml

Cerisier Rouge  
Fragrance Touch  
15ml

**SPECIAL FOR YOU**

**CUSTOMER FAVOURITES**

Almond Milk  
Concentrate 200 ml

Almond Shower Oil  
250 ml

Shea Butter Hand  
Cream 150 ml

**YOUR GIFT**

**ABOUT US**

**FIND YOUR BOUTIQUE**

**HAPPY EARTH DAY**

L'OCCITANE is committed to reducing the environmental impact of our activities.

- Log on to [www.loccitane.com.my](http://www.loccitane.com.my)
- Click on **ONLINE SHOPPING CUSTOMER**

Home page > Online Shopping Customer > Login > Online Shopping Login

ONLINE SHOPPING CUSTOMER

LOGIN

MY WISHLIST

CHANGE PASSWORD

MY ORDER HISTORY

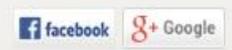
MY REVIEWS

MY ALERTS

# ONLINE SHOPPING LOGIN

## REGISTER OR SIGN IN THE FAST WAY WITH MY SOCIAL NETWORK

New and returning customers : securely link to www.loccitane.com.my with your preferred social network and share one login for both!



OR

### I AM ALREADY REGISTERED.

Email

Password (min. 6 chars)

Remember me

[I Forgot My Password](#)

**LOGIN**

### CREATE AN ACCOUNT

Create an account to enjoy all the advantages of a L'OCCITANE Online Shopping Account :

**CREATE AN ACCOUNT**



- For new customers, click on CREATE AN ACCOUNT
- For registered customers, click on LOGIN

Home page > Online Shopping Customer > Login > Online Shopping Login

ONLINE SHOPPING  
CUSTOMER

LOGIN

MY WISHLIST

CHANGE PASSWORD

MY ORDER HISTORY

MY REVIEWS

MY ALERTS

## ONLINE SHOPPING LOGIN

I AM ALREADY REGISTERED:

### MY BILLING ADDRESS

Mr. Mrs. Miss.

First Name \* Jane

Last Name \* Doe

Tel. \* 0121417311

Mobile \*

Address \*

Zipcode \* 50480

City \* Kuala Lumpur

Country \* Malaysia

Birth Date Month Day

Year

Contact Number

I want to receive the newsletter

I want to receive L'OCCITANE catalog

### CREATE MY LOGIN DETAILS

Email \* info@loccitane.com

Password (min. 6 chars) \*

Confirm password \*

I agree with L'Occitane Terms and Conditions \*

SUBMIT



- Fill in MY BILLING ADDRESS and CREATE MY LOGIN DETAILS
- Tick "I agree with L'Occitane Terms & Conditions"
- Click SUBMIT once the form is filled

Home page > Collections > By Collection > Shea Butter > Shea Butter Hand Cream

BEST SELLER



# SHEA BUTTER HAND CREAM

BEST SELLER (16 reviews)

Description

A super-smoothing--and best-selling--synergy of 20% Shea Butter, honey and sweet almond extract, blended with the light and alluring aromas of jasmine and ylang-ylang essences. Texturally pleasing balm glides on and absorbs to help heal and protect dry or dehydrated skin. Anti-oxidizing vitamin E helps nourish. Invites even the most hard-working hands to a fresh beginning.



Like Tweet

Add to my Wishlish Send To a Friend

Select Product:

<input checked="" type="radio"/> 150 ml	RM110.00
<input type="radio"/> 30ml	RM38.00

Quantity:

**ADD TO BAG**

Shipping Information

Free Gift Wrapping

Reference : 01MA150K12



CUSTOMER REVIEWS

YOU MAY ALSO LIKE...

- Click on the quantity you wish to purchase
- Click on ADD TO BAG if you wish to purchase the product

Sort by  
Best Seller

**COLLECTIONS**

BY COLLECTION

- Shea Butter
  - Bath & Shower
  - Body Moisturizer
  - Face Care
  - Solid & Liquid Soaps
  - Hand & Foot Care
  - Mom and Baby
- Almond
- Angelica
- Aromachologie
- Rose

**BEST SELLER**

**ADD TO BAG**

**QUICK VIEW**

Shea Butter Hand Cream 150 ml

★★★★★ (16 reviews)

**RM110.00**

Ultra Rich Hands & Body Wash 300 ml

**RM82.00**

Ultra Rich Body Scrub 200ml

**RM129.00**

Ultra Rich Face Scrub 100ml

**RM112.00**

Pure Shea Butter 150ml

★★★★★ (4 reviews)

**RM150.00**

Shea Butter Foot Cream 150 ml

★★★★★ (2 reviews)

**RM110.00**

Shea Butter Passionate Jasmine Organic Lip Balm 15ml

**RM49.00**

Shea Butter Jasmine Ultra Rich Body Cream 100ml

**RM145.00**

Shea Butter Pasionnate Jasmine Hand Cream 30ml

**RM39.00**

This item has been added to your order.

Shea Butter Hand Cream 150 ml  
RM110.00

**CONTINUE SHOPPING** | **MY BAG**

You may also like...

Ultra Rich Body Scrub 200ml  
**RM129.00**

Pure Shea Butter 150ml  
**RM150.00**

Shea Butter Foot Cream 150 ml  
**RM110.00**

• Another way is by click on the **ADD TO BAG**, a pop-up will appear to ask if you wish to **CONTINUE SHOPPING** or go to **MY BAG**

[SHOPPING BAG](#) >> 
 [GIFT WRAPPING OPTIONS](#) >> 
 [BILLING & SHIPPING](#) >> 
 [PAYMENT](#)

**CONTINUE CHECKOUT**

Need help? Call our customer service: ☎ 03-2141 7311

ITEM	PRODUCT DETAILS	UNIT PRICE	QUANTITY	TOTAL PRICE
	<b>Shea Butter Hand Cream</b> Reference : 01MA130K12 Size : 150 ml	RM110.00	1	RM110.00
	<b>Almond Shower Oil</b> Reference : 29HD230A6 Size : 250 ml	RM95.00	1	RM95.00
	<b>Gift with purchase above RM200</b> Reference : LPMYG144ECG1DP YL00250 : Your gift with purchase above RM200		1	OFFERED
	<b>Vacuum Flask</b> Reference : LPMYG144ECG2DP YL00251 : Congratulations! You are entitled to a free Vacuum Flask!	RM20.00	1	RM20.00 OFFERED
<b>FREE SHIPPING</b> : Enjoy FREE SHIPPING with any purchase! From now until 30th April 2014				
<a href="#">Add to my Wishlist</a>				<b>Sub total</b> <b>RM205.00</b>

**DISCOUNT CODE**  **REDEEM PROMO**

**SHIPPING METHOD**

**TOTAL PRICE**    **RM205.00**

**CONTINUE CHECKOUT**

**FREE SHIPPING**  
**FREE GIFT WRAPPING**  
**FREE SAMPLES**

**YOU MAY ALSO LIKE...**

Almond Milk Concentrate 200 ml  
 (5 reviews)  
**RM214.00**

Almond Supple Skin Oil 100 ml  
 (1 reviews)  
**RM187.00**



- By clicking MY BAG, you will be redirected to this page, where you can view the products you wish to purchase
- When you are satisfied with the amount, click on CONTINUE CHECKOUT



[CONTINUE CHECKOUT](#)

Thank You for Shopping with L'OCCITANE

**GIFT WRAPPING OPTIONS**



Free Gift Wrapping  
**OFFERED**

Complimentary Gift Wrapping when you purchase online!

**ADD A PERSONALIZED GIFT MESSAGE**  
Would you like to add a personal message? Fill this box and we will add a gift card to your order.

Chars left 250

- No Gift Wrapping
- Please hide prices on the recipient's invoice.

GIFT WRAPPING OPTIONS	
TOTAL PRICE RM110.00	

[CONTINUE CHECKOUT](#)

- You will have an option for FREE GIFT WRAPPING and ADD A PERSONALIZED GIFT MESSAGE
  - After you are done, click on CONTINUE CHECKOUT
- L'OCCITANE ONLINE SHOPPING GUIDE**



**CONTINUE CHECKOUT**

Thank You for Shopping with L'OCCITANE

**SHIPPING METHOD**  
 FREE Standard Delivery with any order. Limited time only! (within Malaysia only)

**FREE SHIPPING (Malaysia)**  
 Couriered within 3-5 business days for West Malaysia, and 3-7 business day for East Malaysia, between 9am - 5pm from Monday to Saturday.

RM0.00

**MY DELIVERY ADDRESS**

Miss. jane doe  
 a  
 Kuala Lumpur, 551100  
 Malaysia

[EDIT](#)

[ADD A NEW ADDRESS](#)

**MY BILLING ADDRESS**

Miss. jane doe  
 a  
 Kuala Lumpur, 551100  
 Malaysia

[EDIT](#)

**Comments**

SHIPPING METHOD	RM0.00
	RM0.00
<b>TOTAL PRICE</b>	<b>RM110.00</b>

**CONTINUE CHECKOUT**

**MY DELIVERY ADDRESS**

Mr.  Mrs.  Miss.

First Name \*

Last Name \*

Tel. \*

Address \*

Zipcode \*

City \*

Country \*

[VALIDATE](#)

- If you wish to deliver to a friend, click on **ADD A NEW ADDRESS** and type in the address
- If you wish to leave a comment, eg: *Please include some sample sachet*, or any comments to our L'Occitane staff, type in the comment box provided
- After you are done, click **CONTINUE CHECKOUT**

SHOPPING BAG
GIFT WRAPPING OPTIONS
BILLING & SHIPPING
PAYMENT

Need help? Call our customer service : ☎ 03-2141 7311

PAYMENT METHOD

Visa

MasterCard

←

I agree with L'Occitane Terms and Conditions \*

FINALIZE CHECKOUT

REVIEW YOUR ORDER

PRODUCT DETAILS	UNIT PRICE	QUANTITY	TOTAL PRICE
<b>Shea Butter Hand Cream</b> Reference: 01MA150K12 Size: 150 ml	RM110.00	1	RM110.00
<b>Almond Shower Oil</b> Reference: 29HD250A6 Size: 250 ml	RM195.00	1	RM195.00
<b>Gift with purchase above RM200</b> Reference: LMYG144ECG10P <b>YL0250:</b> Your gift with purchase above RM200	RM0.00	1	RM0.00
<b>Vacuum Flask</b> Reference: LMYG144ECG20P <b>YL0251:</b> Congratulations! You are entitled to a free Vacuum Flask!	RM120.00	1	RM120.00

**FREE SHIPPING:** Enjoy FREE SHIPPING with any purchase! From now until 30th April 2014

SUB TOTAL RM205.00

SHIPPING RM0.00

TOTAL RM205.00

FINALIZE CHECKOUT

SECURE PAYMENT

SHIPPING METHOD

FREE SHIPPING (Malaysia) ?

RM0.00 RM0.00

EDIT

MY ADDRESSES

**SHIPPING INFORMATION**

Miss. Jane Doe  
a  
Kuala Lumpur, 55100 Malaysia

**BILLING INFORMATION**

Miss. jane doe  
a  
Kuala Lumpur, 55100  
Malaysia

EDIT

←

- Once you have chosen your preferred payment method and double check your purchases, click on FINALIZE CHECKOUT



### This Connection is Untrusted

You have asked Firefox to connect securely to **www.loccitane.com.my**, but we can't confirm that your connection is secure.

Normally, when you try to connect securely, sites will present trusted identification to prove that you are going to the right place. However, this site's identity can't be verified.

#### What Should I Do?

If you usually connect to this site without problems, this error could mean that someone is trying to impersonate the site, and you shouldn't continue.

[Get me out of here!](#)

▶ **Technical Details**

▼ **I Understand the Risks**

If you understand what's going on, you can tell Firefox to start trusting this site's identification. **Even if you trust the site, this error could mean that someone is tampering with your connection.**

Don't add an exception unless you know there's a good reason why this site doesn't use trusted identification.

[Add Exception...](#)



**Add Security Exception**

You are about to override how Firefox identifies this site.  
**Legitimate banks, stores, and other public sites will not ask you to do this.**

Server

Location:  [Get Certificate](#)

Certificate Status

This site attempts to identify itself with invalid information. [View...](#)

**Wrong Site**

Certificate belongs to a different site, which could indicate an identity theft.

Permanently store this exception

[Confirm Security Exception](#) [Cancel](#)



- For our first time e-commerce shoppers, you will be redirected to this page.
- Just click on "I understand the risk" -> ADD EXCEPTION
- A pop-up will appear, click on CONFIRM SECURITY EXCEPTION
- The browser will recognize that it is a safe site for your next visit



You are now connected to  
**PAYDOLLAR PAYMENT SERVICE**

Secure Authenticated Merchant :

You are now connected to a secure payment site operated by PayDollar.com . Your payment details will be securely transmitted to the Bank, Card and Payment Companies for transaction authorisation using up to 256-bit SSL encryption.

### L'occitane Malaysia Sdn Bhd

Select your payment method by clicking on the logo below:

Pay By Credit and Debit Card



PayDollar Payment Service



Copyright © 2014 AsiaPay Limited. All rights reserved.

- Please click on your preferred payment method



Transaction Information

Merchant : L'occitane Malaysia Sdn Bhd  
Merchant Reference No. : 13150242\_635322075219048248  
Amount : MYR 205.00  
Transaction IP :

Please fill in the card information:

Card Number :   
Expiry Date (mm/yyyy) :  --  ----   
Name as shown on card :   
Card Verification Number :  



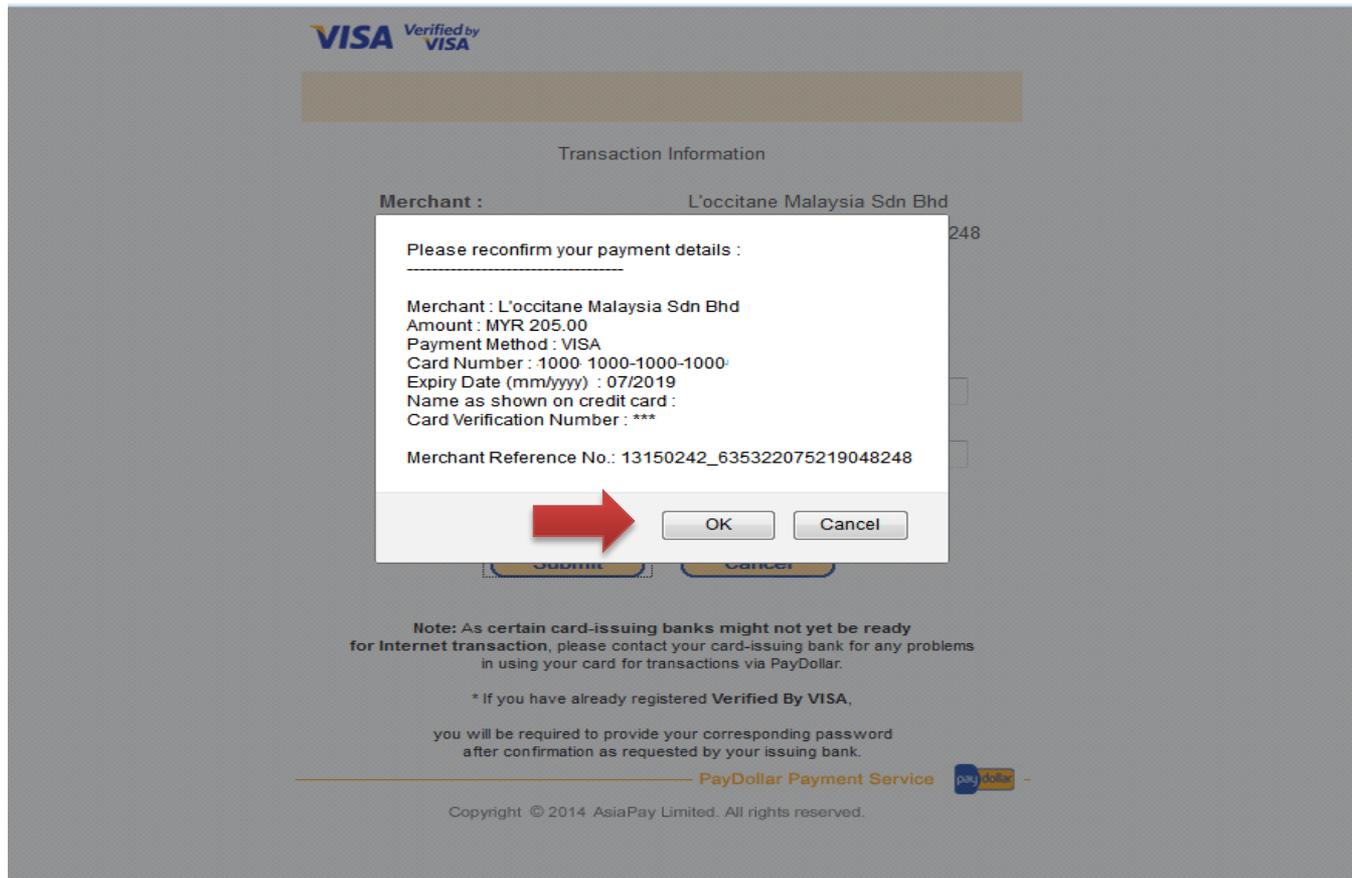
**Note:** As certain card-issuing banks might not yet be ready for Internet transaction, please contact your card-issuing bank for any problems in using your card for transactions via PayDollar.

\* If you have already registered Verified By VISA, you will be required to provide your corresponding password after confirmation as requested by your issuing bank.



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- Fill in your card information and then click on SUBMIT



VISA Verified by VISA

Transaction Information

Merchant : L'occitane Malaysia Sdn Bhd

248

Please reconfirm your payment details :

Merchant : L'occitane Malaysia Sdn Bhd  
Amount : MYR 205.00  
Payment Method : VISA  
Card Number : 1000-1000-1000-1000  
Expiry Date (mm/yyyy) : 07/2019  
Name as shown on credit card :  
Card Verification Number : \*\*\*

Merchant Reference No.: 13150242\_635322075219048248

OK Cancel

Note: As certain card-issuing banks might not yet be ready for Internet transaction, please contact your card-issuing bank for any problems in using your card for transactions via PayDollar.

\* If you have already registered Verified By VISA, you will be required to provide your corresponding password after confirmation as requested by your issuing bank.

PayDollar Payment Service

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- After confirming the correct detail shown, click OK



For enhanced security measure, a 6-digit One Time Password (OTP) is required to authorise this transaction. Please enter your OTP which has been sent to your registered mobile number within the next 5 minutes.

**Merchant:** L'OCCITANE MALAYSIA SDN B

**Amount:** MYR 205.00

**Date:** 04-04-2014 09:33:28

**Card Number:** XXXX-XXXX-XXXX-

**One-Time Password (OTP):** ZBXD -

If you do not receive the OTP within 30 seconds, please click the 'Resend OTP' button to request for a new OTP.



Proceed

Resend OTP

Cancel



Copyright © 2012 Public Bank Berhad (6463-H) [Terms & Conditions](#)

- A One Time Password (OTP) will be sent to your mobile number you've registered with your card/bank provider
- Key in the OTP, then click PROCEED
- If you have any issues at this point, please contact your card/back provider

## Payment Result

Your payment transaction is completed

**Merchant :** L'occitane Malaysia Sdn Bhd  
**Amount :** MYR 205.00  
**Payment method :** VISA (Verified by VISA)  
**Card Number :** \*\*\*\* \_ \*\*\*\* \_ \*\*\*\* \_  
**Expiry Date (mm/yyyy) :** \*\* / \*\*\*\*  
**Name as shown on credit card :** \_\_\_\_\_  
**Merchant Reference No. :** \_\_\_\_\_  
**Transaction IP :** \_\_\_\_\_  
**Payment Reference No. :** 000042413534

Please contact your merchant " L'occitane Malaysia Sdn Bhd " for any order and delivery queries.



[Continue](#)

[Print](#)

PayDollar Payment Service

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- You will be redirected to this page once your transaction has been completed
- Please check for correct details
- Click on CONTINUE to complete the entire transaction

**THANK YOU FOR YOUR ORDER.**

**BILLING INFORMATION**  
 Miss. jane doe  
 a  
 Kuala Lumpur, 551100 Malaysia

**SHIPPING INFORMATION**  
 Miss. Jane Doe  
 a  
 Kuala Lumpur, 551100 Malaysia

**REVIEW YOUR ORDER**

PRODUCT DETAILS	UNIT PRICE	QUANTITY	TOTAL PRICE
<b>Shea Butter Hand Cream</b> Reference: O1MA150K12 Size: 150 ml	RM110.00	1	<b>RM110.00</b>
<b>Almond Shower Oil</b> Reference: 29HD250A6 Size: 250 ml	RM95.00	1	<b>RM95.00</b>
<b>Gift with purchase above RM200</b> Reference: LMYG144ECG10P <b>YLO250:</b> Your gift with purchase above RM200	RM0.00	1	<b>RM0.00</b>
<b>Vacuum Flask</b> Reference: LMYG144ECG20P <b>YLO251:</b> Congratulations! You are entitled to a free Vacuum Flask!	RM20.00	1	<del>RM20.00</del> <b>RM0.00</b>
<b>FREE SHIPPING:</b> Enjoy FREE SHIPPING with any purchase! From now until 30th April 2014			
			RM1205.00
			SUB TOTAL
			RM0.00
			SHIPPING
			<b>RM205.00</b>
			<b>TOTAL</b>

- CUSTOMER SERVICE
- SHIPPING
- FREE SAMPLES
- GIFT WRAPPING
- ABOUT US
- BOUTIQUE
- NEWSLETTER

You will then be redirected back to our L'Occitane website page, which displays all the item purchased

Dear Jane doe,

Thank you for your order at <http://www.loccitane.com.my>.  
Here are the details of your order :

ITEM DESCRIPTION	Unit Price	Quantity	EXTENDED PRICE
01MA150K12 - Shea Butter Hand Cream	RM110.00	1	RM110.00
23HD250A6 - Almond Shower Oil	RM95.00	1	RM95.00
LMYG144EDG10P - Gift with purchase above RM200	RM0.00	1	RM0.00
LMYG144EDG20P - Vacuum Flask	RM20.00	1	RM20.00
YL0250 - Your gift with purchase above RM200			
YL0251 - Congratulations! You are entitled to a free Vacuum Flask!	-RM20.00		-RM20.00
FREESHIPPING - Enjoy FREE SHIPPING with any purchase! From now until 30th April 2014			
		<b>Sub total</b>	RM205.00
		<b>Shipping fee</b>	RM0.00
		<b>Total Price</b>	RM205.00

Your information :

<b>BILLING INFORMATION</b> Miss. Jane doe	<b>SHIPPING INFORMATION</b> Miss. Jane Doe
--	---

- An acknowledgement letter will be sent immediately to your email providing details to your purchase, Billing information, Shipping information and your order number

Your order 13150242 was shipped Inbox x

 order@loccitane.com.my  
to me



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- Once your purchase has been prepared and shipped, you will receive another email with your tracking number to check the status of your package
- Please contact the stated courier to track your package

# L'OCCITANE

Have fun shopping at our little  
Provencial market!

CUSTOMER SERVICE



SHIPPING



FREE SAMPLES



GIFT WRAPPING



ABOUT US



BOUTIQUE



NEWSLETTER

