

Dear L'Occitane Lover

Since all our boutiques in Jordan have been closed until further notice, we have something for you...

We will deliver your favorite L'Occitane products right at your doorstep!

Sunday to Thursday

11 AM to 4 PM

All you have to do is:



1

Browse our catalogue for your favorite products on [our website](#)



2

WhatsApp [+962791856501](#) and our Beauty Advisors will be available to consult you



3

Place your order with our Beauty Advisor via WhatsApp or by calling [+962791856501](#)



4

Our team will deliver to your address within 1 - 5 days



5

Finally, your favorite products are at your doorstep!

To provide you with the best level of service, our delivery charges are between 3JD to 5JD.

*Payment terms: Cash on delivery and Credit Card Payment.

*In case an item isn't available, our Beauty Advisors will be in contact with you to find the products that best suit you.

Frequently Asked Questions

I would like to Exchange, Refund, Return a product:

Unfortunately, due to the current situation, as per the health and safety guidelines, we are unable to issue any exchanges, refunds, or returns.

What if I received a damaged product?

Unfortunately, due to the current situation, we are not able to exchange the item, however we strongly recommend you check your order at the point of delivery to confirm it's in good condition. In case you are unhappy with your order, kindly return your **full order** with the driver **before making the payment**. In case you have any questions, kindly contact +962791856501 and the team will be able to assist you.

What happens if a product in my order is out of stock?

The products are subject to availability. If, for any reason beyond our reasonable control, we are unable to supply a particular item, our Beauty Advisors will inform you as soon as possible while placing your order.

How to track your order?

Contact +962791856501, share your order number, and they will be able to update you on the status of your order

Usage of product

Please visit me.loccitane.com to find out the full description on how to use the product. In case you are still unsure, kindly contact +962791856501 and they will be able to assist you

How are our products being packed and delivered?

All products are sanitized before being picked and packaged ready to be delivered to you. Our drivers are following all hygiene practices while delivering your products wearing gloves and a mask. Rest assured, our credit card machines are cleaned and sanitized after every transaction to ensure the safety of our employees and customers.

Payment issue

Kindly contact +962791856501 to help you with the process. In case the issue is with your bank, kindly contact your bank directly

What discounts/promotions are you offering?

Unfortunately, due to the current situation, we are not offering any discounts. However, feel free to contact +962791856501 to give you more details about our offerings

Do you have any gifts that I will receive as part of my order?

As we love serving you, we will offer you a gift upon a certain amount purchased.

*Qualifier and Gift is subject to change depending on stock availability

Taking care of yourself and your beloved ones

We're making sure all hygiene practices are observed in our warehouses and by our team members, to ensure your well-being and peace of mind whilst shopping.

All L'Occitane en Provence teams are joining us to thank you for the confidence you show in us, and for your continued loyalty.

We hope to meet all of you very soon again.

Your L'Occitane Team

