

## 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.ie](http://www.loccitane.ie) or in one of our boutiques in Republic of Ireland (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 boutique in Kildare 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: \_\_\_\_\_

Item 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 [www.loccitane.ie](http://www.loccitane.ie).

Alternatively, you can speak to a member of our Customer Services Team on 1800 901 501 – Monday to Friday - 9am to 5.30pm (excluding bank holidays).