

# L'OCCITANE

## EN PROVENCE

We will gladly issue an exchange or a full refund to the original debit card, credit card, gift card or PayPal.

All items must be in unopened, saleable condition and returned within 28 days of the date of purchase.

Any promotional gifts received with the order must also be returned.

Please note that we cannot offer exchanges or refunds on any opened or used products. 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 wrap all items securely to avoid damages and ensure all items listed are enclosed
- Enclose this form in the package, along with the items you are returning and simply pick a method of returning your parcel to us from the two following options;
- Visit the InPost portal to create a QR code: <https://returns.inpost.co.uk/loccitane> scan the code on your phone at your local locker, put your parcel inside and shut the door
- OR visit <https://www.royalmail.com/track-my-return/create/1801> to create your free returns label. Attach the free return label to the outside of the parcel. Take the package to your local post office and keep hold of your receipt (please note that your parcel can take up to 10 days to be delivered to us and we will contact you upon receipt of your return.)

Name : \_\_\_\_\_

Order Number : \_\_\_\_\_

Email Address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

1. I would like an exchange – Not a refund
2. Product ordered in error
3. Order arrived too late
4. Unwanted Gift
5. Wrong item was sent to me

6. Not as described online
7. Product arrived damaged
8. Product is faulty
9. I had a reaction to this product
10. Other

Item Number	Item Description	Quantity	Reason Code

If you need any assistance, please visit our Customer Care page at [www.loccitane.co.uk](http://www.loccitane.co.uk) or alternatively, you can speak to a member of our Customer Care Team on 0800 368 9000 Monday to Friday: 9am to 5.30pm (excluding bank holidays) & Saturdays: 9am to 5:00pm.