

ACCESSIBILITY

How can I contact you with any questions?

For queries relating to your order, our products or brands, making purchases through our website, deliveries or returns, or if you have any feedback or complaints please contact our Customer Care Department.

By e-mail: ukconsumeradvice@loreal.com

By telephone: 0800 055 6822 (Free phone number). We are available from Monday to Friday from 9:00am – 5:00pm.

By post: La Roche-Posay Customer Care Department, Gateway Central, White City Place, 187 Wood Lane, London, W12 7SA

If you have been in touch with us regarding a complaint and are not satisfied with our proposed resolution, you are entitled to pursue online dispute resolution (“ODR”). You may do this using the electronic complaint form found at: www.ec.europa.eu/odr