

# RETURNS & EXCHANGES

We understand that sometimes you may need to return your order. To make a return please follow the instructions below:

Our returns policy is 28 days. Please return your purchase during this period. This applies to all purchases made on our website.

If you wish to return your purchase for any reason, please contact us by phone on 0800 055 6822, stating your order number, reasons for return and the date the order was returned. Please note that because of the Covid-19 pandemic, there may be delay in processing returns.

All other terms and conditions related to returns and refunds applies.

Our customer care team will provide you with a free DPD return to store label to return your products.

If the DPD return to store service is not available in your area our customer care team will provide a returns address and we request that you return products to us to Returns Department, L'Oréal UK Ltd, Unit 2, Fraser Place, Trafford Park, Manchester, M17 1ED via the Post Office 'Royal Mail Signed For' delivery method. We will pay the reasonable delivery costs you incur in returning the product to us provided that you include a returns proof of postage receipt when returning the product.

We will email you to confirm we have received your cancellation. You may also contact our Customer Care Department by telephone on 0800 028 2331.

Your right of cancellation does not apply in the case of a contract for the supply of sealed goods which are not suitable for return due to health protection and hygiene reasons, if they become unsealed after delivery. Certain products are cellophane wrapped and/or contain a seal to be removed before use and fall within the category of 'sealed goods'.

If the product(s) received are not those you have ordered or of they have been damaged or are faulty, then return such product(s) in their original form and packaging. In this case, if the non-compliant nature of the product is confirmed by us, we will refund the price of the product in full and where the full order is returned will refund any delivery costs you have paid, although as permitted by law, the maximum refund will be the costs of delivery by the least expensive delivery method we offer. For example, if we offer standard delivery of a Product within a certain timeframe at one cost but you select express delivery of a Product within a shorter timeframe at a higher cost, then we will only refund what you would have paid if you had selected the cheapest delivery method we offer. For the avoidance of doubt, if the Standard Delivery method we offer is free then you will not be refunded any delivery costs even if you opted for another delivery method which was not free.

Note that only in these specified circumstances (faulty, damaged, non-compliant product) will we pay any reasonable delivery costs you incur in returning the product to us (where the DPD return to store service is not available) provided that you include a returns proof of postage receipt when returning the product. We request that you return such products to us via the Post Office 'Royal Mail Signed For' delivery method.

It is not possible to exchange or obtain reimbursement for any products ordered from this website at pharmacies or retailers. It is also not possible to exchange or obtain reimbursement for any products ordered from another online store.

If our [contact us](#) form is unavailable contact our customer care team by telephone [0800 055 6822](tel:08000556822) or email [ukconsumeradvice@loreal.com](mailto:ukconsumeradvice@loreal.com). Our customer care team can provide you with a free DPD returns label or instruct you how else you can return your order.

For more details, please refer to our terms and conditions.