



## RETURN FORM

PLEASE INCLUDE THIS SHEET IN YOUR RETURN PACKAGE.

Thank you for your order! We're sorry it didn't work for you this time.  
Hope to see you again soon on Clarins.com.

Order number : \_\_\_\_\_

First name : \_\_\_\_\_

Last name : \_\_\_\_\_

Telephone number : (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email address : \_\_\_\_\_

### RETURN CODES

- A - Product damaged during transport
- B - Wrong product shipped
- C - Product does not meet my expectations
- D - Faulty texture/fragrance/allergy
- E - Faulty device/container product
- F - I do not like the gift I've received

Product Code	Returning Product Description	Qty Returned	Return Code

### RETURN POLICY

We wish to ensure your complete satisfaction while shopping on Clarins.com.

We will gladly accept the return of any item purchased on Clarins.com that meets one of the reasons listed above.

- Items must be returned to Clarins in their original packaging within 30 days of the ship date.
- Refunds are made to the original form of payment, with the exception of electronic Gift Certificates, in which case a new electronic Gift Certificate will be emailed to the original recipient.
- If a Gift Set is being returned, all products in the Set must be returned.
- If your order contained a gift with purchase, all products composing the gift with purchase must be returned along with the items you wish to return.
- If you have an allergic reaction to any Clarins product, please contact us immediately at 1-866-325-2746 or Help-USA@Clarins.com.

### RETURN PROCEDURE

- To ensure quick processing, make sure you print and complete the return form and enclose it in the package.
- On the return form, please write the product item number, description, quantity and reason code for each product returned.
- Carefully pack your return in the original packaging to prevent damage during transit.
- Send the package back to us with the carrier of your choice (we suggest registered mail) to the following address:

**Clarins Customer Service**  
 15 Olympic Drive  
 Orangeburg, NY 10962