

RETURN POLICY

- We wish to ensure your complete satisfaction while shopping on us.caudalie.com and will gladly accept the return of any unopened item purchased on Caudalie.com within 14 days of receipt delivery. Purchases made at retail locations or through another web site must be addressed by the original place of purchase.
- In case of defective, damaged or an incorrect item, please contact us immediately for assistance at 866.826.1615 Monday - Friday 9 AM -6 PM EST.
- Items must be returned to us, unopened and in original packaging, with all accessories, within 14 days of the ship date.
- A credit or refund will be issued to the original form of payment within 30 business days of package being received by our distribution center. Please allow for up to 2 billing cycles for the credit adjustment to appear on your statement.
- If a gift set is being returned, all products in the set must be returned.
- If your order contained a gift with purchase, gift products must be returned along with purchased items.

PROCEDURE

1. On the return form, please print your name, the order number, the product item number, description, quantity and reason code for each product returned. Please ensure your package is sent back via a traceable method from your chosen carrier. Caudalie is not responsible for lost return packages. We recommend that you send your return via an insured method, which can be tracked in the case of loss. We regret that we do not refund original shipping costs.
2. Cut or tear the return form along the dotted line and carefully pack your return in the original packaging with the completed return form to prevent damage during transit and ensure quick processing.

RETURN FORM

Name _____ Order # _____

REF#	RETURNING PRODUCT DESCRIPTION	QUANTITY	CODE	RETURN CODE KEY

- RETURN CODE KEY**
- A** – Item arrived damaged
 - B** – Wrong item was received
 - C** – Item did not meet expectations
 - D** – Item is defective
 - E** – Changed my mind
 - F** – Other (add comments below)

 Be a part of our **MY CAUDALIE** Family!

Start earning **MY CAUDALIE** points and gifts from the moment you join! Members enjoy special offers; receive exclusive announcements early and yearly birthday rewards.

Sign-up now at us.caudalie.com

STAY CONNECTED!

