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# 1. THE SALE

## **What is the L'Oréal Friends & Family online sale?**

Each year L'Oréal holds a product sale from which L'Oréal employees may purchase a limited range of L'Oréal products at a discounted price.

Employees may invite up to twenty (20) friends or family members based in the United Kingdom and Ireland (or a combination of the two up to a maximum of twenty additional persons) to the sale plus keep a ticket for themselves.

L'Oréal contractors who are paid directly by L'Oreal and have been engaged by L'Oreal for 12+ months and other invited guests will also be entitled to take part in the sale.

## **What is the product range?**

This online sale includes a selection of brands and products from all divisions. There are a limited number of available products per range. Owing to space constraints in our warehouse and the popularity of different product lines, not all shade ranges are available in the sale, but we will make every effort to ensure as full a range as possible is available. Please accept our apologies if your preferred shade is not available.

All products are subject to availability and we cannot guarantee all advertised brands or products will be available for the duration of the sale.

## **Eligibility**

The sale can be accessed by L'Oréal employees and by up to twenty (20) of their selected friends or family members based in the United Kingdom and Ireland who the employee wishes to invite.

In addition, eligible L'Oréal contractors (as defined above) will be able to access the sale on a one ticket only basis.

## **Will the products on the site be available for the duration of the sale?**

Product availability is limited and will be based on a first come, first serve basis. We cannot make any representations that stock that is available at the time you visit the online shop will be available in the future if you delay the timing of your purchase.

## **When is the sale?**

For all L'Oréal employees and eligible contractors, the sale will begin on Tuesday 23<sup>rd</sup> November at 09:00.

For all invited friends and family and other invited guests, the sale will begin on Wednesday 24<sup>th</sup> November at 09:00.

The sale will end on Friday 26<sup>th</sup> November at 23:59, subject to stock availability.

**However please note that all invited friends and family and other invited guests must sign up for the sale by 23:59 on 16 November 2021 in order to be able to access the sale when it opens.**

### **Where is it being held?**

This private sale is being hosted online. The link to the sale will be sent via email on the morning of the sale, before 9am.

## **2. SIGN UP**

### **Why do I need to sign up for the sale?**

In order to properly administer the sale:

- All L'Oreal employees and eligible contractors that are pre-existing users of the L'Oreal Staff Shop do not need to sign up to the sale in advance.
- All invited friends and family must sign up in advance using the unique code provided to you by the L'Oréal employee who invited you.

### **How do I sign up for the sale?**

If you are a L'Oréal employee or eligible contractor with pre-existing access to the L'Oreal Staff Shop, you can sign in to the sale using your existing Staff Shop (MyShop) login details (prior sign up to the sale is not required), and, if applicable, your 20 invited friends and family can sign up using the link and unique code sent with your invitation email. Please note that this unique code can only be used 20 times before the sign-up page will be locked (i.e. twenty times, to cover each friend or family member who you invite). It is up to the employee to share their code responsibly and the code may not be sold to third parties.

If you are a friend or family member you can sign up by following the link and using the unique code provided to you by the L'Oréal employee who has invited you. For invited friends and family this unique code can only be used once. To sign up for the sale you will need to enter personal details including your full name and email address.

### **When do friends & family need to have signed up for the sale?**

Every invited friend and family member who wants to be able to access the sale must sign up by 16 November 2021 23:59 in order to be granted access to the sale when it opens.

### **Can I invite more people to the sale?**

No, access to the sale is limited. Please refer to the section on eligibility.

### **I'm not going to use all my invitations, what can I do with spare ones?**

Unfortunately they must remain unused. The personal allowance cannot be transferred to another employee.

## **3. CONNECTING TO THE SALE SITE**

### **How and when can I access the sale?**

If you are a L'Oréal employee or an eligible L'Oréal contractor you can access the sale from Tuesday 23<sup>rd</sup> November at 09:00.

If you are an invited friend or family member you can access the sale from Wednesday 24<sup>th</sup> November at 09:00.

You will be required to set a password to access the sale. You will be emailed instructions on how to set your password on the morning of the sale before 0:900.

The sale will end on Friday 26<sup>th</sup> November at 23:59.

### **How do I change my delivery address?**

L'Oréal employees and eligible contractors with pre-existing L'Oreal Staff Shop accounts will need to check their delivery and billing addresses once they login to the sale. Note that some employees may currently have this set to their office location which is not permitted for the purposes of this sale. All invited friends & family will need to add their delivery and billing addresses via the My Account section after signing in and setting their passwords before they will be able to complete an order.

### **Can I change my password?**

Yes. If you are a pre-existing user of the Staff Shop, you can change your password using the 'Forgot Your Password?' link on the login page. All invited friends and family will need to 'set' a password on first use of the site by following the instructions provided in the account creation email sent on the morning of the sale

If you choose to change your password again, please follow the following instructions: If you have access to the site, navigate to "My Account" then to "My Profile". Click the "Update My Password" link and password fields will appear. Enter your old password in the "Current Password" field, followed by your new password in the "New Password" and "Confirm New Password" fields. Press the "Save" button.

## **4. ORDERS**

### **How many products can I buy?**

To ensure that the sale is as fair as is possible, there will be limitations on how many units you can purchase of each item. This limit will vary from product to product based on product availability and popularity and will be indicated when you add the relevant Product to your basket. A purchase limit of £1,000 per individual will be in place. You can submit more than one order, but the limit of £1,000 cannot be exceeded.

### **Is it possible to modify or cancel my order?**

Once an order has been confirmed it cannot be modified or cancelled.

### **How many times can I check out?**

You can check out multiple times, as long as you are not exceeding the maximum total purchase limit of £1,000 per person. To ensure speedy delivery of all of your products and to save additional transport costs, please aim to limit the number of orders you submit.

**Do you send an invoice with the order?**

Yes. Once the order has been shipped, you will receive an invoice via email.

**What happens if there's a problem with the items I've ordered?**

If there is a problem with your order please refer to the Friends and Family Sale Terms and Conditions and/or contact us via [https://www.lorealstaffshop.co.uk/en\\_GB/contact](https://www.lorealstaffshop.co.uk/en_GB/contact) or email us at [corpukfriendsandfamily@loreal.com](mailto:corpukfriendsandfamily@loreal.com).

## 5. PAYMENT

**Are credit card payments secure?**

Yes. Payments are made via payment provider Adyen which is a fully encrypted payment gateway.

**How can I pay for my order?**

You can only pay for these items by using a debit or credit card. We accept Visa, Visa Debit, Diners, Maestro, MasterCard and American Express (AMEX).

**When should I expect my account to be debited?**

We will take full payment at the point of order. In instances where we are unable to fulfil the full order, we will proactively refund you the amount for the missing items.

**My payment was refused, what should I do?**

If your card payment is refused upon checkout, you will be re-directed back to the payment page to re-enter your card details. Please note that failed payment attempts may still show as a pending transaction by your bank or card provider and can take up to 7 days to show back on your account.

## 6. SHIPPING AND DELIVERY

**What types of delivery options are possible?**

We only offer standard delivery for this sale. Our mail service provider is DPD.

**When should I expect to receive my order?**

We will endeavour to deliver orders prior to Christmas, but please note there may be delays given the current COVID-19 climate, and we accept no liability for any such delays. Our mail service provider DPD will update you on the progress of your order delivery by SMS (text).

### **I live in Ireland. Will I have to pay customs charges?**

No, any customs charges will be borne by L'Oreal. Should you experience any issues please contact us via [https://www.lorealstaffshop.co.uk/en\\_GB/contact](https://www.lorealstaffshop.co.uk/en_GB/contact) or email us at [corpukfriendsandfamily@loreal.com](mailto:corpukfriendsandfamily@loreal.com).

### **Where can I get my order delivered to?**

All orders are shipped to the delivery address which you entered when you signed up for the sale. You may not use your place of work for these deliveries if you are a L'Oréal employee or eligible contractor.

### **How do I update my address?**

1. Log into the Friends and Family sale website
2. Navigate to 'your account' section by clicking on the profile icon in the top right of the screen
3. Navigate to the section 'your addresses'
4. Please add in a correct address for both shipping and billing - (subject to applicable shipping restrictions as defined in the Friends and Family Terms and Conditions of Sale).

### **Am I charged for delivery?**

Yes. A flat rate charge of £5.75 will be added to your basket at the end of the transaction. Orders over the cost of £100 will be eligible for free shipping which will be automatically applied at checkout.

### **My parcel was damaged and the products cannot be used. Will they be replaced?**

For any questions on your order please include your full name, relevant order reference or number as well as the details of your damaged products. contact us via [https://www.lorealstaffshop.co.uk/en\\_GB/contact](https://www.lorealstaffshop.co.uk/en_GB/contact)

It will not be possible to replace the items due to limited stock availability, so a refund will be given instead.

### **I have changed my mind. Can I exchange or return the products?**

Yes, however all claims must be made within 14 days of receiving the order. Due to the nature of the sale it will not be possible to offer an exchange of the items due to limited stock availability, so a refund will be given instead.

You will have to cover the shipping costs associated with the return of these goods.

Please contact us via [https://www.lorealstaffshop.co.uk/en\\_GB/contact](https://www.lorealstaffshop.co.uk/en_GB/contact) for assistance.

### **Can your delivery packaging be recycled?**

Because of the fact the orders are often fragile, large or heavy and shipped all over the UK and Ireland we need to use robust packaging to ensure the products arrive to customers in the best possible condition.

We will use cardboard boxes and recyclable void fill (plastic air cushions) to pack these goods.

## 7. PRODUCTS

### **How can I search for a product?**

You can search for a product using the search bar on the sale website. Alternatively, you may want to use the navigation tabs along the top of the screen.

## 8. OTHER

### **How long do you keep my personal information?**

For individuals who sign up to the sale but do not purchase anything in the sale, your personal details will be deleted within one month.

For individuals who purchase products in the sale, your personal details will be kept for duration of the contractual relationship.

For more information on how we use your personal data please see our Privacy Policy here: <https://privacy.loreal.com/UKI/>

### **Who do I speak to if I have any questions?**

For all enquires, including if you experience any problems with your order, please refer to the Friends & Family Sale Terms and Conditions and/or contact us at [https://www.lorealstaffshop.co.uk/en\\_GB/contact](https://www.lorealstaffshop.co.uk/en_GB/contact)

If you require any assistance regarding sign-up prior to the sale going live, please contact us via email at [corpukfriendsandfamily@loreal.com](mailto:corpukfriendsandfamily@loreal.com)

If you have any questions or concerns about your personal data, please contact us at [MyPersonalDataUKI@loreal.com](mailto:MyPersonalDataUKI@loreal.com)