



RETURN FORM

PRODUCT RETURN/EXCHANGE CONDITIONS:

1 - Cooling-off period

From the time you received the order you placed on caudalie.com, you have a cooling-off period of 14 calendar days to change your mind, without having to give a reason nor pay a penalty, apart from the cost of return shipping, which remains payable by you. To exercise this right please fill in the Return form that can be downloaded at uk.caudalie.com/cgv then send it to our Customer Relations Service. From the time of cancellation, you then have 14 days* to return the product(s) for which you are requesting reimbursement, along with this form.

*When the 14-day period ends on a Saturday, Sunday, or holiday, it is extended to the next business day.

2 - Non-conformity

In accordance with our General Terms and Conditions of Sale, if there is a problem with the package or product(s), you can return it/them with 14 calendar days from the time you received your order, along with this form, in order for them to be exchanged free of charge.

DETAILS REGARDING YOUR ORDER:

You will find all the information about your order on the Delivery Slip included with your order.

Last name: _____

First name: _____

SA number: _____

DS number: _____

Customer code: _____

Date of receipt: _____

DETAILS ABOUT THE RETURNED PRODUCTS:

SKU	Name	Quantity	Reason for return (excluding cooling-off period) – Give details if for non-conformity

RETURN ADDRESS:

Please return your articles to the address given below.

CAUDALIE C/O ILG
UNIT 2D GATWICK GATE
CHARLWOOD ROAD
LOWFIELD HEATH
RH11 0TG

For more information about our return policy, you can read our general terms of sale on the caudalie.com website.