

CAUDALÍE

RETURNS FORM

PRODUCT RETURN/EXCHANGE CONDITIONS :

1 - Right of Withdrawal

From the date of receipt of your order placed on caudalie.com, you have 14 full days to withdraw from your purchase, without having to justify your reasons or pay any penalties, except for the return shipping costs which remain your responsibility. You do not need to fill in anything if you make the request from your customer account. Without a customer account, you can download the withdrawal form at en.caudalie.com/cgv and send it to our Customer Relations Service. After your withdrawal, you have 14 days* to return the product(s) you wish to be reimbursed for, accompanied by this form.

*If the 14-day period expires on a Saturday, Sunday or public holiday, it is extended to the next working day.

2 - Non-conformity

In accordance with our General Terms and Conditions of Sale, in the event of an anomaly with the parcel or product(s), you may return it/them within 14 full days of receipt of the order, accompanied by this form, in order to obtain a free exchange.

YOUR ORDER DETAILS :

You will find all information about your order on the Delivery Note included in your order.

Surname :

First name :

Delivery Note No. :

Customer code :

DETAILS OF RETURNED PRODUCTS :

Reference	Description	Quantity	Reason for return (excluding withdrawal) Please detail in case of non-conformity

RETURN ADDRESS :

Please return your items to the address below.

CAUDALÍE
1040 RUE DU CHÊNE DE LA CROIX
45520 GIDY
FRANCE

