



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 en.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: _____

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

1040 RUE DU CHÊNE DE LA CROIX

45520 GIDY

FRANCE

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