



## RETURN FORM

### PRODUCT RETURN/EXCHANGE CONDITIONS:

#### *1 - Cooling-off period*

From the time you received the order you placed on [caudalie.com](http://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](http://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: \_\_\_\_\_

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 7  
Sterling Park, Gatwick Road  
Crawley, RH10 9QT

*For more information about our return policy, you can read our general terms of sale on the [caudalie.com](http://caudalie.com) website.*