

THE COSMETICS COMPANY STORE

TERMS & CONDITIONS – VIRTUAL SHOPPING SERVICE

Date of Last Update: February 23rd, 2021

Welcome to The Cosmetics Company Store Virtual shopping service (the "Virtual shopping service" or the "Virtual shopping").

By placing an order with Estee Lauder Cosmetics Limited ("The Cosmetics Company Store Virtual shopping service", "we", "us" or "our") for products which are sold over the phone ("Products") you will be deemed to have read, understood and agreed to these Terms and Conditions ("Terms and Conditions"). Please read these Terms and Conditions carefully and, if you are unhappy with any aspect of these, then you should contact one of our customer service advisors before placing an order with us.

We amend these Terms and Conditions from time to time. Please look at the top of these Terms and Conditions to see when these Terms and Conditions were last updated. Every time you order Products from us, the Terms and Conditions in force at the time of your order will apply to the contract between you and us. If we have to revise these Terms and Conditions and this has a material impact on your order, we will contact you to give you reasonable advance notice of the changes and let you know how to cancel the contract if you are not happy with the changes.

1. About The Cosmetics Company Store Virtual Shopping Service

Estee Lauder Cosmetics Limited's address and registered office is One Fitzroy, 6 Mortimer Street, London, W1T 3JJ; registered in England and Wales with company registration number 659213; VAT registration number GB 193-0816-58.

TERMS OF THE VIRTUAL SHOPPING SERVICE

The Cosmetics Company Store Virtual Shopping is a service which provides the opportunity to purchase items at a reduced cost against the R.R.P. In order to participate, phone the number provided 0370 192 5060 to purchase the item(s) you wish (subject to availability at the time of your call), which are then shipped out via post to the address provided. The service is in operation from Monday to Friday between 10:00 – 16:00 GMT. All items are subject to availability and until stocks last at the time the order is confirmed.

DESCRIPTION OF GOODS AND SERVICES

The merchandise sold via the Virtual Shopping service includes:

Manufacturer's over runs, seasonal items, retailer's overstocks, packaging changes, special-sized products, and discontinued items.

As a customer, you agree that any products that you purchase are for gifts or your own personal use and must not be resold.

You agree that we have the right to prevent anyone whom we, in our discretion, suspect of reselling any products purchased via direct mail from making further purchases.

The products are sold on an "as is" basis with respect to the external packaging. This does not affect the condition of the product itself. We are under a legal duty to supply goods that are in conformity with our contract with you.

ITEM AVAILABILITY

Item Availability / Out of Stock

If an item requested is out of stock you will be notified at the time of your order via phone, items are subject to availability, whilst stocks last.

MAXIMUM PURCHASE POLICY

We regret that we must limit orders to no more than six (6) units of any item with a maximum purchase of fourteen (14) units total per transaction. Orders exceeding these limits are subject to cancellation.

Ordering via phone:

The Cosmetics Company Store Virtual shopping phone line opening hours are Monday – Friday between 10:00 – 16:00 GMT, the number to call to place your order is 0370 192 5060. NOTE: Calls to this number are standard network rate.

If your call is not answered or outside of the phone line opening hours when you attempt to place an order, you can leave a voicemail for a member of the Virtual Selling team.

PAYMENT OPTIONS

The following methods are accepted for payment: American Express, Maestro/Switch, MasterCard, Visa, Visa Debit, Visa Electron. Orders will be charged at the time the order is placed over the phone.

We're sorry, we do not accept Personal Cheques.

Payment Authorization

All purchases are subject to bank authorization prior to processing. Only authorized purchases will be processed and shipped.

ORDER ENQUIRIES

To check the status of your Virtual Shopping order please call 0370 192 5060 during our phone line opening hours: Monday – Friday 10:00 – 16:00 GMT.

ORDER CANCELLATIONS

If you would like to cancel your order after it has been placed, please contact us via the virtual shopping phone line on 0370 192 5060 within one hour of placement. We will do our best to accommodate your request. Once an order is processing, we regret that it cannot be changed or cancelled.

Occasionally, orders or parts of an order are cancelled for various reasons. Some reasons are:

- Item(s) are not available
- Difficulty in processing payment information
- Cannot ship to the address provided
- By customer request

If your order is cancelled, you will be advised via phone. You will then be refunded for any cancelled items onto your original payment method, please allow 14 working days from the point the refund is processed to show in your account. If you have questions about a cancelled order, please contact our Virtual shopping phone line at The Cosmetics Company Store Bicester on 0370 192 5060.

NOTE: As processing times can vary, we advise that we cannot guarantee your order will be cancelled when requested.

SECURITY

We understand how important security is to you. If you'd like to know more about why we collect your data and how it is used, please visit our privacy policy on the Bicester Village website and search for The Cosmetics Company Store under boutiques.

DELIVERY

A Virtual Shopping order can be delivered to one address only. If you require to send orders to multiple addresses you will need to place a separate order for each address.

For orders placed Monday to Friday excluding Bank Holidays there is a standard delivery option:

Standard Delivery charges are £5.00

Delivery for most standard orders is 2-5 working days. Please note this excludes weekends and Bank Holidays.

DELIVERY RULES AND RESTRICTIONS

We will deliver the goods in accordance with the UK standard delivery option stated.

Please allow two additional days for deliveries to Scottish Highlands, Aberdeen, Northern Ireland and other rural areas. Please note that some deliveries to Northern Ireland could be delayed by Irish Customs. We apologise in advance for any inconvenience this may cause our customers.

Orders are processed and shipped on business days only (Monday through Friday, excluding bank holidays).

Any delivery timescales quoted to you are indicative only. Orders may be delivered in one or more delivery.

The Cosmetics Company Store Virtual Shopping does not accept any liability whatsoever for delayed delivery caused by any third party. As soon as you have received the goods, you will assume all risk in the goods.

Upon delivery of the goods to you, we will also provide you with sufficient details to enable you to:

- a) exercise your right of cancellation; and
- b) address any intended cancellation or complaints to the correct place of business.

If you are not there to receive your order, our delivery company may leave a telephone number or delivery card for you to make alternative arrangements. To ensure secure and undamaged delivery of your order, our delivery company will not be able to leave your order 'hidden' at the address.

To ensure that there are no mistakes with addresses and to check that our delivery company has all the correct details, we use a system that verifies your address using your postcode.

We are unable to process orders to a P.O Box address.

We are unable to offer delivery to British Forces Postal Office addresses.

We're sorry we only delivers Virtual Shopping orders to UK addresses (excluding the Channel Islands).

Can't find the information you are looking for? Contact the Consumer Care team 0800 074 6905

LAW AND DISPUTES

These Terms and Conditions shall be governed and construed in accordance with the laws of England and Wales and the courts of England and Wales shall have exclusive jurisdiction for any disputes arising in connection with these Terms and Conditions.

According to EU Regulation no.524/2013 on online dispute resolution for consumer disputes, you may refer disputes to the EU Commission's online platform available at: [HTTPS://WEBGATE.EC.EUROPA.EU/ODR/MAIN/INDEX.CFM](https://webgate.ec.europa.eu/odr/main/index.cfm)