

# THE COSMETICS COMPANY STORE

## **RETURNS POLICY – VIRTUAL SHOPPING**

Date of Last Update: February 23<sup>rd</sup>, 2021

### **UK VIRTUAL SHOPPING RETURNS AND CANCELLATION POLICIES & PROCEDURES**

We hope that you are delighted with your Virtual Shopping order, but if for some reason you are not, we have set out below a summary of your rights in the event that you wish to return a product.

If you purchased products via the Virtual Shopping service, you must return them in accordance with the procedure outlined here.

#### **1. YOUR CANCELLATION RIGHTS**

As you are a consumer and have made an order via phone, in accordance with the Consumer Contracts Regulations 2013, you can cancel your order and obtain a refund (or exchange) within 14 working days from delivery.

#### **RETURNS**

If you wish to return your Virtual Shopping order please do so via an independent courier of your choice, you can do so by returning the goods to the following address:

Consumer Care,  
Estee Lauder Companies  
3 Kites Croft Business Park  
Warsash Road  
Fareham  
PO14 4FL

Please complete our Returns Note which can be found within your order packaging. Please enclose the returns note with your products in the parcel, accompanied by the original receipt. NOTE: Any postage cost obtained via independent return will not be reimbursed, unless the product is faulty.

Customers wishing to return fragrance items should have regard to any labelling and packaging guidelines produced by Royal Mail or any other courier that is used.

When you return your parcel, please retain your proof of postage in order to provide proof to us that you have returned the goods in the unlikely event that we do not receive the returned parcel. We cannot accept liability for returned goods lost in transit. Please ensure that the returned parcel is properly sealed.

## **REFUNDS**

Please allow minimum 14 working days from the date your order is returned to us for your refund to be processed.

The refund will be processed to the original payment method used to place the order.

We will not provide a full refund if the goods show signs of unreasonable use. In such circumstances, we will notify you that a reduced refund amount will be available, or you can choose to arrange for such goods to be returned to you within 14 days of our notification.

Your right to return goods does not apply to goods

- i. which by reason of their nature cannot be returned or are liable to deteriorate or expire rapidly or
- ii. where sealed goods have been supplied which are not suitable for return due to health protection or hygiene reasons, if they become unsealed after delivery.

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

## **2. YOUR RIGHTS IF THERE IS A PROBLEM WITH A PRODUCT**

In addition to the rights described above (and in accordance with your rights under the Consumer Rights Act 2015), if the goods you receive are damaged or faulty, or not what you originally ordered please notify us as soon as possible via the consumer care telephone line 0800 074 6905

Please provide the order number and ensure that you keep the box, packing materials including packing note and all items received for inspection.

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