



**L'Occitane, Inc.**  
[www.myloccitane.com](http://www.myloccitane.com)  
[loccicare@myloccitane.com](mailto:loccicare@myloccitane.com)

111 W. 33<sup>rd</sup> Street, New York, NY 10120  
Tel. 855 my locci (855-695-6224)

### ***Return Policy***

L'OCCITANE creates every product with care and passion. If for any reason you are not 100% in love with your product, simply contact your L'OCCI Consultant and they will help you select something that you will thoroughly enjoy. You may also contact L'OCCICare if your consultant is unavailable (contact info below). We ask that all exchanges or returns be made within 45 days of original purchase.

L'OCCICare is here to help! Call us at 855-MyLOCCI or by email at [LOCCICare@myloccitane.com](mailto:LOCCICare@myloccitane.com). When you contact L'OCCICare to initiate a return, please provide us with your order number that is located in your order confirmation email.

Refunds will be issued once the returned item(s) are received at our warehouse and can take approximately 2-3 weeks to process. Please note a shipping fee of \$4.95 will be deducted from your refund.

If any part of your return was part of a promotional offer that reduces the purchase price of any products or the price of the overall order, offered special benefits or rewards or includes any gift with purchase ("GWP") and you subsequently return some portion of the order so that the order no longer qualifies for the promotional offer (including free shipping) or GWP, the GWP must be returned with the merchandise submitted for a refund. L'OCCITANE reserves the right in its sole discretion to reduce the refund by the retail value of the unreturned GWP, shipping costs, and/or adjust any benefits or rewards you may have received (example: L'OCCI Club Points), including shipping, if the order no longer qualifies for the promotional offer, or benefits or free shipping. Exchanges are not eligible for any past or current promotions.

Any items purchased on SALE or at a discounted price are final and cannot be returned for a refund or exchanged. L'OCCITANE reserves the right to modify this return, refund and exchange policy at any time, without notice.

***Effective Date*** The effective date of this Return Policy is July 1, 2021.