

L'ORÉAL

PARTNER SHOP

USER GUIDE

*How do I contact  
L'Oréal Partner Shop?*



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## HOW DO I CONTACT L'ORÉAL PARTNER SHOP?

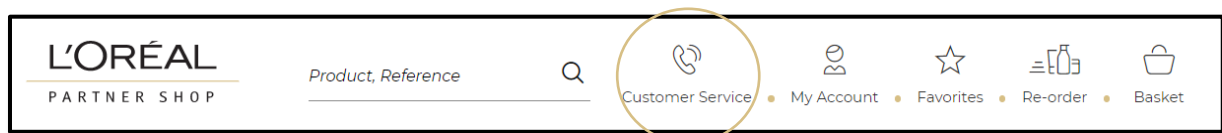
If you have a question that is not covered in the FAQ's, the product descriptions, or in our user guides, there are three ways to contact us:

1. Fill out the form on our Contact us page
2. Contact our Customer Care team by phone on **1-877-625-4735** or by email **lorealpartnershopca@loreal.com**
3. Contact your sales representative

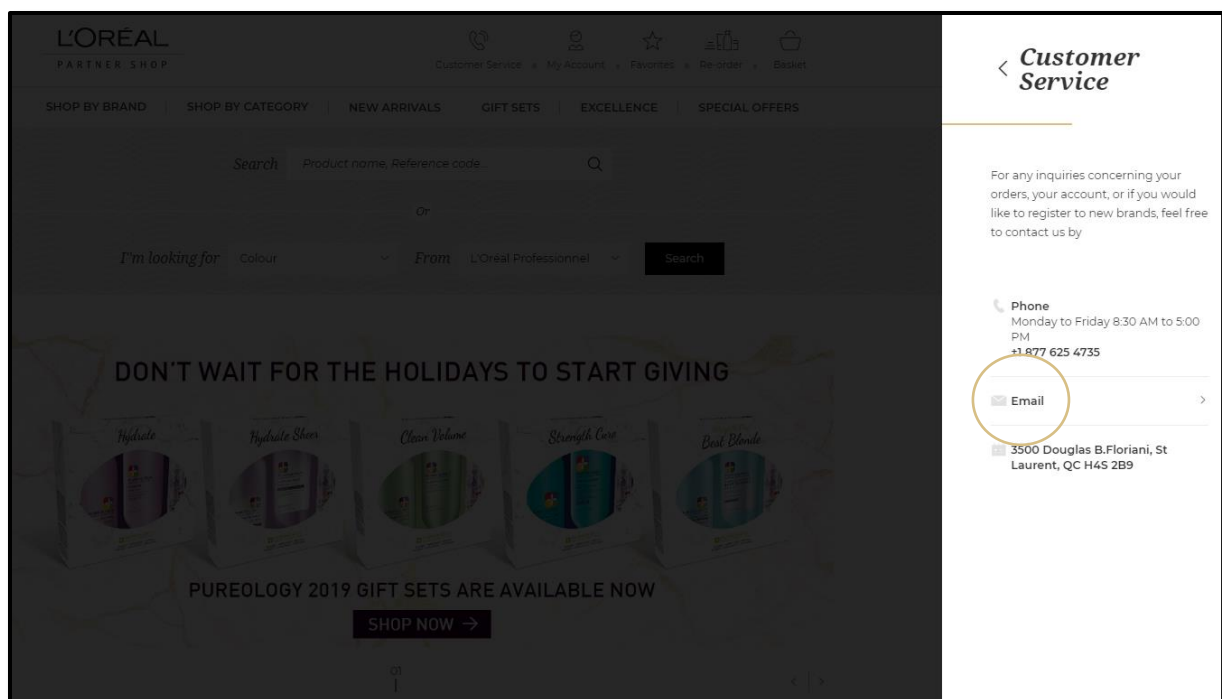
*The guide will go over the first method of contact.*

### How to complete the 'Contact Us' form

Select '**Customer Service**' at the top of the page.



Then, click on '**Email**' to be redirected to the corresponding landed page. You will also find our phone number, our working hours and your business consultant contact details.



Once you have clicked on the 'Email' button, you will land on the *Contact Us* page.

**Contact Us**

- YOUR INFORMATION
- CONTACT INFORMATION
- REQUEST TYPE

### YOUR INFORMATION

test      HairCut South      Salon Owner

HairCut South      2000150002

Fill out the section with your email and your phone number. Next, select from the dropdown list your preferred contact hours and your preferred contact method.

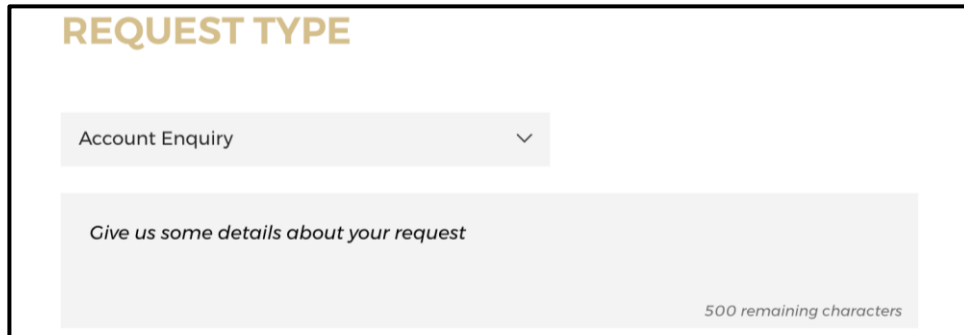
### CONTACT INFORMATION

E-Mail (eg: mailing.address@mail.com,      Phone (eg: +44 7700 770

CONTACT PERIOD      Select preferred day(s)      between      9:00      and      9:00

Select preferred contact method

Select the request type from the drop-down list and give any additional details about your request in the following field and click '**send request**' when you are ready.



**REQUEST TYPE**

Account Enquiry ▼

Give us some details about your request

500 remaining characters

## **REQUEST TYPE DEFINITIONS**

**Account Enquiry:** If you have any questions about your account.

**Order Enquiry:** If you want to subscribe to a new brand or a new product line.

**Personal Data Enquiry:** If you need to update your billing or shipping addresses.

**Product Availability Enquiry:** If you want to know about the availability status of a product.

**Returns Enquiry:** If you need to return a product.

**Other Enquiry:** If you did not find the right request type in the drop-down list, choose "Other Enquiry" and specify your request.

**Technical product advice:** If you did not find the correct technical advice on the website or want more information on certain products.

**Website Feedback:** If you have any feedback or suggestions on the website.

**Formal Complaint:** If you wish to raise a complaint.

You can also upload documents in the provided field. Click on the **'upload document'** button to upload your document. Your file must not exceed 10Mb and only files in JPG, PNG or PDF formats are accepted. Finally, send your form by clicking the **'send request'**.

### DOCUMENT UPLOAD

upload document ⓘ

✕ No file chosen

Please, refer the PO and Account number in your description request. For logistic returns, it is mandatory to upload an image with a proof of the product damage. Thank you.  
At L'Oréal, we care about your privacy. If you have questions or concerns about how we use your information, you may review our privacy policy [here](#).

send request