TERMS AND CONDITIONS

What if being understood was the real luxury?

These are our Terms and Conditions of Sale, which are often called "T&Cs".
But you already know that's what they're called, because all companies are required to have them for their clients.

HOW MANY TIMES HAVE YOU BLINDLY APPROVED T&Cs? ACCEPTED T&Cs WITHOUT READING THEM? OR READ THEM AND THEN IMMEDIATELY FORGOTTEN THEM?

Don ✓

When You place an order, **we hope that You will confirm that You really have read our "T&Cs"** and that You accept them.

We would really like You to read them, because they are the only things that apply to your purchases on our site. No need to sign with a pen, just a tick in the box will do.

Our T&Cs may change, but to keep things simple, the version that is online on the day You make your purchase will be the one We apply to your order.

Remember to consult them from time to time.

SO YOU CAN READ THEM WHEN YOU HAVE A QUIET MOMENT
a downloadable and printable version can be found here.

Download

Refurbitha

What if understanding better was the real luxury?

Because it's essential to understand what You're letting yourself in for when You buy something, our team has taken the time to explain everything to You, and to tell the "story" of our T&Cs.

They and We are here to help
You understand our products, what rights you have, what You are promising to us, and vice versa.

NOT EVERYONE SPEAKS FLUENT LAWYER, BUT EVERYONE LOVES A GOOD STORY. SO SIT BACK AND ENJOY THIS STORY!

Here we go
follow the guide!

01
Do You speak Clarins?

02
Who?

03
What and how?

04
Where?

05
How much?

06
What if I change my mind?

07
What if there's a problem?

08
What about Club Clarins?

09
Ip rights

10
Your personal datas

11
Gift message terms

VOS AVANTAGES PERMANENTS

Livraison offerte
dès 70€ d'achats

3 échantillons offerts

PayPal VISA MasterCard American Express Maestro

01 Do You speak Clarins?

LET'S BE CLEAR, PLAIN AND SIMPLE, AND OUR T&CS WILL BE ALL THE BETTER FOR IT.

GIFT
Everything that is given to You free of charge when You place an order (for example, samples, tote bags, cases, etc.)

ORDER
The procedure by which You order our products on our site.

CONTRACT
The T&Cs and nothing else!

PRODUCTS
All of the products that You have ordered from our site.

TRANSPORTER
The company that will handle the shipping of your products to the address You have given us.

SITE
www.clarins.dk

VOS AVANTAGES PERMANENTS

Livraison offerte
dès 70€ d'achats

3 échantillons offerts

PayPal VISA MasterCard American Express Maestro Verified by VISA

INSCRIPTION À LA NEWSLETTER

*Adresse e-mail

S'INSCRIRE

*Champ obligatoire

Les informations recueillies font l'objet d'un traitement informatique destiné à Clarins et à ses prestataires aux fins de gestion de la relation client.

... Voir plus

CONSIGNES DE TRI

Nos emballages / produits peuvent faire l'objet d'une consigne de tri.

Pour en savoir plus:
www.consignesdetri.fr

SÉLECTIONNEZ UN SITE

CLARINS FRANCE

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02 Who?

LET'S GET TO KNOW EACH OTHER!

“We

WHEN WE USE THE WORD “WE”,
We are referring to
Clarins Groupe International.
This is our full legal name.

“You

WHEN WE SAY “YOU”,
We are referring to all of our users, whether You are looking to place an order or whether You have already done so.

THE CLARINS WEBSITE (THE “SITE”) IS AN ONLINE SALES WEBSITE AVAILABLE TO ALL INTERNET USERS AT THE ADDRESS WWW.CLARINS.DK

Our site is published and maintained by:

We,
A (with) Société anonyme
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Tel: +44 207 0707890

You have access to the site 24 hours a day, 7 days a week, 365 days a year. Sometimes, the site is unavailable, particularly when it’s being maintained. If this is the case, We cannot be held liable.

HOW CAN YOU REACH US?

If You need to contact us, You can try a magic mirror, but the following are probably easier:

- **Via the contact form**

or by email:
contact@clarins.com

Who can order?

DO YOU REPRESENT

- a company,
- an institution,
- an organization,
- an association,
- or even a public body?

ARE YOU AN ADULT

In full possession of your facilities to place an order?

THEN OUR SITE IS WIDE OPEN!

As You already know,

If You are not in full possession of your rights to enter contracts (for example, if you are under eighteen, or a subject to an order of the Court of Protection because you are unable to manage your own affairs), You will need permission from your legal guardian. We are not required to check that You have permission, it’s up to You to do so.

If You fail to do so, We will not be liable for your actions and We will be required to cancel the Order without warning.

IF YOUR LEGAL GUARDIAN GIVES YOU PERMISSION TO ORDER ON THE SITE, HER OR SHE TAKES FULL RESPONSIBILITY FOR ANY SUBSCRIPTION, AND MUST PAY FOR IT.

BY ORDERING ON OUR SITE YOU PROMISE TO:

- Make purchases for your own use or for use by someone You know, with whom You want to share our world.
- Not buy and/or resell products on a commercial basis.
- Not distribute the products in any way whatsoever.

VOS AVANTAGES PERMANENTS

Livraison offerte
dès 75€ d’achats

3 échantillons offerts

PayPal VISA MasterCard American Express MasterCard Maestro

SUIVEZ-NOUS

INSCRIPTION À LA NEWSLETTER
Adresse e-mail
S’INSCRIRE
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Les informations saisies dans cet espace sont traitées par l’objet transport informatique dédiée à Clarins et à ses prestataires aux fins de gestion de la relation client.
voir plus

CONSIGNES DE TRI
Nos emballages / produits peuvent faire l’objet d’un tri sélectif
Pour en savoir plus:
www.consignes.tri.fr

SÉLECTIONNEZ UN SITE
CLARINS FRANCE

Données personnelles / CGV / Mentions légales
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03 What and how? ORDERING OUR PRODUCTS ON THE SITE

THE SITE ENABLES US TO OFFER YOU A WIDE RANGE OF PRODUCTS FOR SALE TO YOU.
Please note that all the offers of products proposed on the site are limited to www.clarins.de

01 Procedure for ordering products?

CHOOSE YOUR PRODUCTS AND ADD THEM TO YOUR BASKET.

Step 1

CREATE AN ACCOUNT OR CHECK OUT AS "GUEST".

When you place your first order you have the option to create an account but this is not required. It's up to You, because You can also place an order without an account.
We call that "Guest" order.

To create your account:
- Provide us with the necessary personal information (name, address, email, telephone number, and date of birth. Don't forget that your address must be within Germany because We don't deliver anywhere else outside Germany.
- Wait for the Confirmation email that We will send You at the email address that You have given us.

Step 2

CONNECT
Log in to your account. If You don't have one, go straight to step 3.

To do so, identify yourself using:
- Your email address.
- Your password.

This is the email and password You provided when You created your account if You have forgotten them, it's easy! simply You can reset them by clicking on "I HAVE FORGOTTEN MY PASSWORD"

Step 3

ACCEPT THE T&C AND THE PRIVACY POLICY.
Nothing could be easier.
Just tick the boxes!

Step 4

CLICK ON "COMPLETE MY ORDER"
You can print an order summary.

Step 5

WHEN YOUR ORDER IS RECORDED, YOU WILL RECEIVE TWO SEPARATE EMAILS:

1. The first is a detailed order confirmation. This confirmation is our acceptance of your order and it contains information on the ordered items that you have been asked for.
2. The second will be sent to You when your order is sent. In this email You will find your invoice with the exact amount of your order and the link to the shipment tracking information.

02 When are You committed?

YOUR ORDER IS CONSIDERED TO BE FIRM AS SOON AS YOU CLICK ON "CONFIRM AND PAY"
IN ACCORDANCE WITH THE DOUBLE-CLICK PROTOCOL.

You accept that the prices, volumes, specifications and delivery period for the products that You have ordered.

Our order recording tools will provide proof of the nature of our contract and its date of signature. By clicking "CONFIRM AND PAY" you confirm that you agree that **THIS IS WHAT IT'S SO IMPORTANT THAT YOU READ BEFORE CLICKING**

03 Limits of the order

WITHIN EACH ORDER,
You can order up to 3 of each item.

04 What do You promise to do when You order our products?

A - YOU PROMISE TO INFORM YOURSELF ABOUT THE PRODUCTS

We have taken care to list all of the specifications of our products on our site so that You can find out about them before placing an order.

For example, You will find the recommend way in which to use each product, its composition or its price, but also the product's detailed. We have made available to our clients as manufacturer.

We do not lead to our product specifications and the products are as realistic as possible, but there may be small differences, and We ask that you understand that we cannot it's not always easy to photograph a product.

B - YOU PROMISE TO PAY THE PRICE OF THE PRODUCTS.

By placing an order, You promise to pay for the products that You have ordered.

We will suspend or cancel your order if You do not pay us.

C - YOU PROMISE TO UPDATE QUICKLY YOUR PERSONAL INFORMATION IF YOU CHANGE YOUR ADDRESS, PHONE NUMBER, OR ANYTHING ELSE.

It probably goes without saying, but if You don't keep Us up to date, We may struggle to deliver your purchases to the right address.

05 Unavailability

IF ONE OR ALL OF THE PRODUCTS THAT YOU HAVE ORDERED IS NOT AVAILABLE

- We will inform You by email.
- The amount of your order will be recalculated by deducting the price of the product(s) that is/are unavailable.

If all of the products in the order are unavailable, We will inform You by email and You will not be charged.

Paperwear Hoodies

06 Cancellation

- If You wish to cancel an order, please contact our customer services.
- If the order has not yet been processed, We will try to cancel it.
- If the order has already been processed, We will not be able to cancel it.
- If this is the case, You may refuse the order when it is delivered.

VOS AVANTAGES PERMANENTS

Livraison offerte
dès 70€ d'achats

3 échantillons offerts

PayPal VISA MasterCard

CATEGORIES

LES PLUS POPULAIRES

NOUVEAUTÉS

SERVICE & AIDE
Mon compte
Suivi de ma commande
Retours
Nous contacter
Informations à propos
F.A.Q.
Trouver un magasin/Tests
Remise pour les étudiants
Consultation Beauty Clarins
Offres Noël
Opinion de produitset
Cookie Policy

FACEBUZ
CLARINS Group
Clarins S.A. 18 avenue du Général-Leclerc 92340 Bourg-la-Reine Cedex France
Clarins Deutschland GmbH Hanauer Landstraße 291 B 60314 Frankfurt am Main

A PROPOS
Actions responsables
Jobs
Recrutement
Club Clarins
Points de vente
Pro Clarins
Adapter l'affichage

SUIVEZ-NOUS

INSCRIPTION A LA NEWSLETTER
Adresse e-mail
S'INSCRIRE
Charte anonymat
Clarins, marque de référence, fait l'objet d'un suivi d'audience anonyme, mesurant le trafic et les usages du site. Vous pouvez vous opposer à ce suivi.
Voir plus
CONDITIONS DE TRI
Nos emballages : Autant d'engagement face l'objet. Tri sélectif
Pour en savoir plus
www.consignesdetri.fr
SÉLECTIONNEZ UN SITE
CLARINS FRANCE

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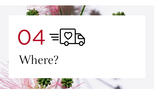
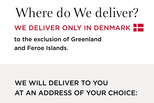




Where do We deliver?

WE DELIVER ONLY IN DENMARK

to the exclusion of Greenland and Feroe Islands.

WE WILL DELIVER TO YOU AT AN ADDRESS OF YOUR CHOICE:

- The one You save in your account;
- Or the one that You provide to Us when you order.

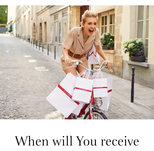
BE CAREFUL to check that your details have not changed because We are not responsible for data entry errors You may make.

YOU MAY ALSO HAVE, according to which transporter is used, various options that allow You to optimise the delivery of your products:

- Choosing a new delivery address;
- Choosing a new delivery slot, etc.

YOU WILL BE ABLE TO MONITOR ALL OF THIS VIA THE TRANSPORTER'S WEBSITE OR APPLICATION.

Camellia



When will You receive your products?

Your order will be delivered within **2 to 6 days from its confirmation**, according to the delivery method You have chosen, and at the latest within 14 working days.

IF THESE DATES FALL ON A SUNDAY OR PUBLIC HOLIDAY, YOUR ORDER WILL BE DELIVERED THE NEXT WORKING DAY.

Naturally

1.

THE PERIODS INDICATED MAY BE EXTENDED
if You choose to modify the delivery on the transporter's website or application (modification of the delivery address, delivery slot, etc.).

2.

THE DELIVERY WILL BE MADE ONCE THE PAYMENT IS FINALISED!

3.

WE WILL DO OUR UTMOST TO ENSURE YOUR ORDER ARRIVES WITHIN THE TIME INDICATED!
If You are itching to receive your order, You can track it at anytime by using the link sent in the email that We sent You after your order.

Who delivers?

We do not deliver our products ourselves.

We invite You to read our detailed delivery policy here.

If you have a problem with a delivery, head to number 7. We'll explain everything.

Iris

VOS AVANTAGES PERMANENTS

Livraison offerte
dès 70€ d'achats

3 échantillons offerts

CATÉGORIES +

LES PLUS POPULAIRES

NOUVEAUTÉS +

SERVICE & AIDE −

Mon compte
Suivi de ma commande
Retours
Nous contacter
Informations d'expédition
F.A.Q.
Trouver un magasin/Spa
Remise pour les étudiants
Consultation Beauté Clarins
FAQ Beauté
Options de paiement
Cookie Policy

FACILiti

CLARINS & moi

Clarins & Moi : 15 minutes de rendez-vous beauté personnalisé avec nos Coachs Clarins

À PROPOS −

Actions responsables
Spa
Recrutement
Club Clarins
Points de vente
Prix Clarins
Adapter l'affichage

SUIVEZ-NOUS

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S'INSCRIRE

*Champ obligatoire

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... Voir plus

CONSIGNES DE TRI

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Pour en savoir plus.
www.consignesdetri.fr

SÉLECTIONNEZ UN SITE

CLARINS FRANCE

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05 How much?

PRICE AND PAYMENT CONDITIONS

01

PRICE OF THE PRODUCTS ON THE SITE

THE PRICES INDICATED:

- Are payable in Norsk Krone (NOK), including all taxes;
- Are fully inclusive and therefore include any value-added tax applicable on the day of the order.
- Include delivery costs, on the basis of a standard delivery by UPS.

Our prices may go up or down over the course of the year. Obviously, We will process your order on the basis of the prices displayed on the site when You made your purchases.

PROMOTIONAL OFFERS

Promotional offers are valid subject to stock availability and for the period indicated. **When it's gone, it's gone!** If no end date is indicated, the offers will be applied for as long as they appear on the site.

Don't forget that promotional offers are limited to the stock that is available. In the event that We have no more gifts in stock, the promotional offer will be withdrawn from the site as soon as possible and We reserve the right to substitute the unavailable gift with another gift.

If You receive a product free of charge during your order due to a technical error, We reserve the right to cancel your order. **If the product that has not been paid for is delivered to You, we may ask You to return it or pay for it.**

02

WHAT METHODS OF PAYMENT DO WE ACCEPT?

AS OF TODAY, YOU CAN PAY:

- **Using the following bank cards: Visa, Mastercard and American Express.**

These cards must have been issued by a banking or financial institution based withinthe European Union or in Monaco.

During checkout You will be redirected to our secure online payment service provider, Ingenico. Don't worry, this always happens when you buy online.

In order to ensure the security of a card payment, You will have to provide Ingenico Payment Services with the visual cryptogram (CVV) from your bank card.

You will be able to see directly on the site whether your payment has been accepted or refused.

You guarantee to Us that You are authorised to payby card and with the card that You have used.

- Paypal
- Klarna (paylater)
- with a gift card

03

WHAT HAPPENS IF YOU DO NOT PAY?

If You do not pay, We will suspend or cancel your order and/or its delivery.

If You do not pay within 10 days of your order, We may charge late payment penalties.

These penalties will be an amount equal to the statutory rate of interest plus five points if You have not paid within ten days of the date of invoicing.

FROM WHEN DO THE PRODUCTS BELONG TO YOU?

The products belong to Us until You have paid for them in full. They belong to You when You no longer owe us anything!

DO YOU NEED AN INVOICE?

After your order, a detailed confirmation will be sent to You, at the email address that You have provided to us.
This confirmation will specify the precise amount invoiced and how the order will be delivered.

When your order is sent, We will send You an email "Your invoice and order tracking", with a detailed invoice and a link to the order tracking.

VOS AVANTAGES PERMANENTS

Livraison offerte
dès 70€ d'achats

3 échantillons offerts

CATÉGORIES
LES PLUS POPULAIRES
NOUVEAUTÉS
SERVICE & AIDE
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FACIliti
CLARINS & MOI
Clarins & Moi : 15 minutes de rendez-vous beauté personnalisé avec nos Coachs Clarins
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SÉLECTIONNEZ UN SITE
CLARINS FRANCE

Données personnelles | CGV | Mentions légales
©Clarins copyright

06 What if I change my mind?

If we're going to trust each other, We should be totally transparent!

CAN YOU CHANGE YOUR MIND, AND WHEN?

In accordance with Danish consumer contracts act, You have the right to change your mind without giving any reason. You can do it within 14 clear days from the date of reception of your order: this is called the right of withdrawal and it's very well done.

TO EXERCISE YOUR RIGHT TO CANCEL, YOU MUST:

- Inform Us of your decision by a clear statement (e.g. a letter sent by post, fax or email), the "Statement"). You may use this withdrawal form, but it is not mandatory.
- Return the products within **14 CLEAR DAYS FROM YOUR STATEMENT.**

IF YOU DON'T RESPECT THESE DEADLINES, YOU WILL NOT BE ABLE TO CHANGE YOUR MIND ANYMORE.

Because a picture is worth a thousand words:

DELIVERY DAY
Not counted

DAY 1
00h00
The deadline begins to pass

Period during which You can change your mind

DAY 14
MIDNIGHT
End of time

DAY 15
FROM THE 15TH DAY, 00h00
From the delivery, You can no longer use the right of retraction window.

If the end of the cancellation period is a saturday, sunday, or public holiday, it is carried forward to the first working day (a day that is not a public holiday).

BE CAREFUL!
After this 14-day period, You won't be able to change your mind. It is the date of sending that will prove that You have returned your purchases within the required period. We have the right to ask You for proof of the date You returned the products, for instance by giving us the delivery slip in order to verify that You have returned your purchases within the required period.

You cannot return:

COSMETIC PRODUCTS IF YOU HAVE OPENED THEM OR UNSEALED THEM AFTER RECEIPT,
for hygiene and health reasons;

ANY PRODUCTS THAT YOU HAVE HAD PERSONALISED.
If the product that you have had personalised is damaged, take a look a little further down, at the section "What should I do if there's a problem?".

YOU ARE LIABLE FOR AND ACCEPT ALL RISKS RELATED TO THE RETURN OF YOUR PRODUCTS. IF WE DO NOT RECEIVE THEM, WE CANNOT REFUND YOU FOR THEM.

What is the refund process?

Step 1

TELL US

If You change your mind, let us know:

- Use the cancellation form that We have provided to make things easier, available at the URL [to be specified] or send us a standard letter.

  The content of your letter of cancellation could be:
  "To Clarins Groupe International, 4 route de la Galaise, 1228 Plan-les-Ouates, Genève, Suisse I / we (*) hereby announce that I / we (*) wish use my right of withdrawal applicable in connection with my / our (*) Order for the following products (*)

  Ordered on (*) / Received on (*) : [To be completed]
  Consumer's name : [To be completed]
  Consumer's address : [To be completed]
  Consumer Signature : [To be completed]
  Date : [To be completed]
  (*) Delete where not applicable"

  Send us your letter or cancellation form, preferably by registered post with acknowledgment of receipt (but there's no obligation), at the following address: To Clarins Groupe International, 4 route de la Galaise, 1228 Plan-les-Ouates, Genève, Suisse

EITHER

- Contact Customer Services for a pre-paid return label. We will send it to You at the email address indicated in your account.

Step 2

DETACH THE RETURN SLIP AND PUT IT IN THE ORIGINAL PACKAGING RETURN
(Where possible).

Include the products You wish to return (make sure You tape the package closed);

Step 3

STICK THE PRE-PAID RETURN LABEL

on the package or pay for the postage (in this case, You will have to pay for the postage);

Step 4

DROP THE RETURN PACKAGE AT YOUR LOCAL UPS CENTRE.

UPS centres and pick-up points are widely available in Denmark and are listed on the website https://www.ups.com/dropoff

Step 5

7 to 10 days

WAIT 7 TO 10 DAYS FOR TRANSIT AND PROCESSING

at which point your refund will be made back to your chosen payment method (bank card, Paypal account or Klarna)

What are the rules for returning a product?

IF YOU DO NOT RESPECT THE FOLLOWING RULES, WE WILL NOT BE ABLE TO TAKE INTO ACCOUNT YOUR RETURN REQUEST.

1. **PRODUCT IN PERFECT CONDITION**
   The product must be intact, in its packaging and wrapping and condition in which You received it. The product and its packaging must not be damaged or degraded.

2. **COMPLETE PRODUCT**
   The product must be returned with its accessories and its notice. If the Product is part of a box, You must return the whole box.

3. **PRODUCTS + GIFTS**
   If You have received gifts with the products that You purchased and You decide to return the products, You must return the products and the gifts. If You only change your mind for one product, You may keep the gifts that You received with your order.

Scabiosa

How do We refund You?

The refund will be processed to the account corresponding to the bank card with which You paid.

What amount will be refunded?

If You respect the return period and process for the return of your products, We will refund You the total amount of the products purchased.

How long will the refund take?

We will refund You within 0 working days of having received all of the products.

If We have not refunded You within 10 days of having received all of the products, the sums that We owe You will be increased by:

- 5% if the delay is between 11 and 20 days inclusive;
- 10% if the delay is between 21 and 30 days inclusive;
- 20% if the delay is between 31 and 60 days inclusive;
- By 50% between 61 and 90 days of delay;
- By 5 supplementary points for each new month of delay up until the price of the products, then by the statutory rate of interest.

VOS AVANTAGES PERMANENTS

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dès 70€ d'achats

3 échantillons offerts

PayPal VISA MasterCard Maestro Verified by VISA

CATÉGORIES +

LES PLUS POPULAIRES

NOUVEAUTÉS +

SERVICE & AIDE -

Mon compte
Suivi de ma commande
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Nous contacter
Informations d'expédition
F.A.Q.
Trouver un magasin/Spa
Remise pour les étudiants
Consultation Beauté Clarins
FAQ Beauté
Options de paiement
Cookie Policy

FACIL'iti

CLARINS & moi

Clarins & Moi : 15 minutes de rendez-vous beauté personnalisé avec nos Coachs Clarins

À PROPOS -

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Adapter l'affichage

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SÉLECTIONNEZ UN SITE

CLARINS FRANCE

Données personnelles | CGV | Mentions légales
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07 What should I do if something goes wrong?

YOU'RE NOT ON YOUR OWN!

WE WANT YOUR EXPERIENCE TO BE AS GOOD AS POSSIBLE AND WE WILL DO OUR BEST TO FIND A SOLUTION TO ANY PROBLEM YOU MAY ENCOUNTER.

Contact us, let's talk about it and work it out!

Has the texture or scent of your product been altered? Are you suffering from an unpleasant?

For these situations, which can unfortunately arise despite our vigilance, We have put in place special procedures, which will be explained to You. We invite You to contact us via the contact form.

Your package is opened or damaged, or your product cannot be broken!

IN THIS CASE, YOU ABSOLUTELY MUST:

- Indicate this to Us on the delivery slip (the "transfertert reserves");
- Take photos of the damaged parts. You have made these measures; Immediately signal the problem to our Clarins Customer Service team;
- Provide the documents requested by Customer Service for a claim to be made against the transporter.

Your package is delayed or missing?

We use very reliable companies who are shipping specialists (the "transporters").

However, the transporters can sometimes encounter difficulties in delivering withinthe period of time have indicated to You. There may be a delay in the delivery. Your purchases may also go missing.

WE ARE SORRY FOR THIS, BUT IT IS NOT OUR FAULT.

If You have a delay of more than **7 days**, to your delivery date (s) and We will contact the transporter to trigger the opening of an enquiry.

Please be aware that this enquiry may take **21 days** before it is opened.

IF DURING THIS PERIOD:

- Your purchases are found: they will be delivered to You
- Your purchases are not found: the transporter will consider them as lost.

IN THIS EVENT:

- We will ask You to send us a declaration on your honour in which You declare that You have not received your purchases;
- We will reserve the purchases that You have not received, if these are no longer available. We will reimburse You.

How should a damaged product be returned?

WITH US, nothing is easy than returning a product, except the reason.

We invite You to follow the return procedure indicated at section 6 "What if I change my mind?"

Are my products and box guaranteed?

WE DO NOT OFFER A COMMERCIAL GUARANTEE.

However, You do benefit from the guarantees of the Sale of Goods law. Sales may apply in relation to a defect of the product (the "guarantee").

We must provide You with a product that conforms to that which We promised to sell You. This is treats basic stuff.

And that means that We are liable to You for any non-conformity that exists at the moment of sale.

What You can expect in case of non-conformity

YOU CAN ASK FOR:

- the repair of the product;
- or the replacement of the product.

How to rely on the Guarantee:

STEP 1 : INFORM US:

by mail, preferably by registered letter with acknowledgement of receipt.

You will find all our details in the section What if I

STEP 2 : RETURN THE PRODUCTS:

We invite You to follow the return procedure indicated in section 6. "What if I change my mind?"

A Conforming Product means

- A product that allows the usage typically expected from it;
- A product that matches the description that the seller of it and has the qualities that You could legitimately expect.

What are We not liable for?

IN PARTICULAR, WE WOT LIABLE IF:

- A product is unavailable;
- We are unavailable;
- You place an order on the site when You are not entitled to do so;
- Your personal information changes and You do not inform us;
- Your order is delivered more than You or Us prevent us from respecting one of our obligations;
- You prevent us from respecting one of our obligations;
- An event of Force Majeure prevents Us from respecting one of our obligations (for example, if a fire at our cannot product, that we cannot control and that neither You nor We can do anything to prevent).

IF WE ARE HELD LIABLE FOR SOMETHING, WE WILL NOT PAY MORE THAN THE AMOUNT OF THE ORDER FOR WHICH YOU HAVE PAID.

What if we do not reach an agreement?

For any problem related to an order, You should contact us via our contact form.

WE WILL DO OUR BEST TO FIND A SOLUTION TOGETHER!

If we cannot find a solution, a judge (which We really don't want), please note that our T&Cs are governed by and construct in accordance with the law of France. Any dispute shall be resolved in the United Nations Convention of Contracts for the International Sale of Goods is expressly excluded.

You may additionally enjoy the protection provided by mandatory provisions of the laws and regulations of your country of residence.

If You reside in the EU, the European Commission provides for an online dispute resolution platform, which can be accessed here: https://ec.europa.eu/consumers/odr

VOS AVANTAGES PERMANENTS

Livraison offerte dès 75€ d'achats

3 échantillons offerts

PayPal VISA MasterCard

08 Clarins

What about Club Clarins?

WE HAVE SET UP A LOYALTY PROGRAM CALLED "CLARINS CLUB".

The Club Clarins allows You to benefit from exclusive advantages and services when You collect points.

ALL REGISTERED CUSTOMERS WILL EARN POINTS. YOU CAN EARN POINTSIN ONE OF TWO WAYS:

- Everyone who registers for an account will automatically earn 20 points.
- Purchasing products on clarins.dk earns You 1 point for 10kr (not including delivery charges, Loyalty Voucher Codes or Online Gift Voucher purchases.)

AFTER REACHING 125 EARNED AND CONVERTED POINTS,
You will automatically receive an e-mail with a promotional code to use on clarins.dk. This promotional code entitles You to 80ᵒᵉ towards your next order.

Once you have used your loyalty code, the points will be deducted from your rewards balance.

Clarins points have no cash value and can only be redeemed for products from clarins.dk and cannot be used for e-Gift purchasing.

Loyalty codes are not tied to You. You may wish to give yours to a friend, however, a promotional code can only be used once.

Loyalty codes expire 6 months from the date of issue, and points expire 24 months from the date of reception.

If an order which generated points is refunded, the amount of points originally granted will be deducted from your pending balance.

Mentha Arvensis

VOS AVANTAGES PERMANENTS

Livraison offerte
dès 70€ d'achats

3 échantillons offerts

PayPal VISA MasterCard American Express Maestro Verified by VISA

CATÉGORIES +

LES PLUS POPULAIRES

NOUVEAUTÉS +

SERVICE & AIDE -

Mon compte
Suivi de ma commande
Retours
Nous contacter
Informations d'expédition
F.A.Q.
Trouver un magasin/Spa
Remise pour les étudiants
Consultation Beauté Clarins
FAQ Beauté
Options de paiement
Cookie Policy

FACIliti

CLARINS & moi

Clarins & Moi : 15 minutes de rendez-vous beauté personnalisé avec nos Coachs Clarins

À PROPOS -

Actions responsables
Spa
Recrutement
Club Clarins
Points de vente
Prix Clarins
Adapter l'affichage

SUIVEZ-NOUS

INSCRIPTION À LA NEWSLETTER

*Adresse e-mail

S'INSCRIRE

*Champ obligatoire

Les informations recueillies font l'objet d'un traitement informatique destiné à Clarins et à ses prestataires aux fins de gestion de la relation client.
... Voir plus

CONSIGNES DE TRI

Nos emballages / produits peuvent faire l'objet d'une consigne de tri.

Pour en savoir plus:
www.consignesdetri.fr

SÉLECTIONNEZ UN SITE

CLARINS FRANCE

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09 Intellectual property

The site is composed of several elements including source code, a graphic identity, products, trademarks and designs, photographs of the products but also models, videos, text, names of products, illustrations, logos, animations and graphics, with sound or without, and other graphics (the "elements").

THE SITE BELONGS TO US.

THE ELEMENTS ARE DISPLAYED ON THE SITE:

- Because they belong to us; or
- Because We have authorisation to use them.

YOU ARE FREE TO LOOK AT THE SITE AS MUCH AS YOU LIKE.

We do not authorise You to use, reproduce, copy, sell, make accessible, modify or exploit in any other way, the Site and/or the elements, whatever You intend to do with them.

If You wish to obtain authorisation, remember to ask Us first and to wait for written confirmation of our agreement. **Contact form**

Célosia

VOS AVANTAGES PERMANENTS

Livraison offerte
dès 70€ d'achats

3 échantillons offerts

PayPal VISA MasterCard Maestro Verified by VISA

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10 Your personal datas

The information (last name, first name, email, date of birth) is **PERSONAL DATA.**

WE COLLECT THEM IN PARTICULAR TO:

- To process your order;
- Send You, unless this is of no interest and You object, information about our products and our services.
- Handle your membership of our loyalty programme.

Spergularia Rubra

This is what's known as Customer Relationship Management (CRM).

At any time, in a few clicks, You can access all of your personal information, modify it, ask Us to stop using it, or delete it, via our contact form.

To learn more about Our personal data protection policy, We invite You to read our **Privacy policy**.

VOS AVANTAGES PERMANENTS

Livraison offerte
dès 70€ d'achats

3 échantillons offerts

PayPal VISA MasterCard Maestro Verified by VISA

CATÉGORIES +

LES PLUS POPULAIRES

NOUVEAUTÉS +

SERVICE & AIDE -

Mon compte
Suivi de ma commande
Retours
Nous contacter
Informations d'expédition
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Remise pour les étudiants
Consultation Beauté Clarins
FAQ Beauté
Options de paiement
Cookie Policy

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Clarins & Moi : 15 minutes de rendez-vous beauté personnalisé avec nos Coachs Clarins

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SÉLECTIONNEZ UN SITE

CLARINS FRANCE

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11 Gift message terms

WE'VE MADE IT EASY TO SEND PERSONALIZED GIFT MESSAGING.

HOWEVER,
We reserve the right to reject the printing of a gift message which includes any content or material which:

- is false, inaccurate, misleading, offensive, abusive, threatening or defamatory, or that might cause needless annoyance, inconvenience or distress to any person;
- contains material which is pornographic, obscene, indecent or offensive, which promotes discrimination based on race, sex, religion, nationality, disability, sexual orientation or age, or that may incite hatred or violence against any person or group;
- may harass, upset, embarrass or alarm any person;
- gives the impression that it emanates from or has been approved by us;
- advocates, promotes or assists any unlawful act.

VOS AVANTAGES PERMANENTS

Livraison offerte
dès 70€ d'achats

3 échantillons offerts

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