

TERMS & CONDITIONS OF SALE

We are very happy to welcome you to our website www.yves-rocher.co.uk (hereafter to be called the "Website"). Yves Rocher London Ltd, would like to emphasise its importance to respect the trust that you show us and is very careful meeting the requirements of professional diligence regarding e-commerce and Direct Marketing. Yves Rocher Ltd, company registered in UK (registration number: 1164817), Columbia House - Apollo Rise, Southwood Business Park, Farnborough GU14 0GT and is a subsidiary company owned by the YVES ROCHER GROUP based in France. We will do our utmost to guarantee the accuracy and reliability of the content of this website, that we reserve the right to correct or modify at any moment without any prior warning. Although, we cannot guarantee the exactitude, precision or exhaustivity of information available on this Website. Thus, in consequence we decline any responsibility:

- of all errors or omissions of any kind that may affect the content of this Website
- any damages resulting of an intrusion of a third party that may incur in modifications of the information that is made available on the Website
- and moreover for any damages, or injury caused by any failure of performance, error, omission, interruption, communication line failure, delay in operation, transmission, defect, theft, virus or destruction or unauthorised access to, or alteration to this Website.

The present terms & conditions of sale are solely valid for the sale of products proposed on this Website. They will be systematically accessible on the Website by the purchaser at the moment of validating an order.

In consequence, by placing an order, implicates acceptance of these terms & conditions of sale excluding all other conditions that are present in mailing pieces or catalogues.

Website Editor

Yves Rocher London Ltd
Company registration number: 1164817
VAT registration number: GB 581 9955 83
Columbia House - Apollo Rise, Southwood Business Park, Farnborough GU14 0GT
Director: Jean-Michel Herve

Website Hoster

The Website is hosted at:
Prosodie : 150 rue Gallieni - 92 641 Boulogne Billancourt Cedex - France
Tel : 00 33 (0)1 46 84 11 11

Privacy And Security

The Yves Rocher company value the trust that you place in us and follow strict security procedures to put in place the Data Protection Act 1998. As indicated in the Data Protection Act 1998, you have the right to access, to rectify or delete your personal data. You can implement your right, by completing the online form or by writing to our Customer Service at Columbia House - Apollo Rise, Southwood Business Park, Farnborough GU14 0GT. Don't forget to mention your, Name, Surname, complete address and where applicable your customer number.

Please, review our Privacy Policy which forms a part of these terms and conditions and governs your visit on this Website.

Customer Service

Due to the exceptional character of the trading closure, we have closed the orders on the 14th March 2019 at 11.59 pm.

For all information, questions or advice, our customer service department is at your disposal:

BY POST

Yves Rocher Customer Services
Columbia House, Apollo Rise, Southwood Business Park, Farnborough, GU14 0GT

EMAIL

Please complete the "Contact-us" form

TELEPHONE

0800 083 3718
(Monday -Saturday, 8am -8pm)

FAX
0870 2414407

Prohibition To Sell Out Of Networks

Our products are solely intended to be sold through our distribution networks. Consequently, any sale, purchase or prize giving of our products with the purpose of reselling outside of our networks, namely through websites, are forbidden. Regardless of any damage to the reputation of the brand or the integrity of our products, such reselling of our products shall be likely to engage the civil and, if need be, penal liability of its authors.

Product Availability

Our product offers proposed on the Website are only valid while stocks last. In the case where a product does become unavailable, after you have placed an order, we will do our utmost to send you this product you ordered as soon as possible. If you prefer you may cancel your order (refunds by cheque only and within a delay of 20 working days) by calling us at 0800 083 3718, from Monday - Saturday, 8am-8pm or contact us by email. In the case where a product does become unavailable Yves Rocher will reimburse you. Please consider that we do not send any delivery after the 27th March of 2019.

Payment

The payment of your purchases on the Site is exclusively in GBP pounds.

Payment for orders placed on the Site is via a valid Debit or credit card (VISA, DELTA, MASTERCARD) or PayPal.

Payment by debit or credit card: Payment by credit card is secure. You declare to be the holder of this card. The order value will be debited at the time of placing your order. Payment by Maestro and Switch cards are not accepted. The order transaction is directed in crypted mode to a server to validate your credit or debit card details you submit to us, in mode SSL (Secure Socket Layer), we do this before your order can be accepted. Once this has been done, we will acknowledge that your order has been received by sending you an email acknowledgement of your order to the email address you have provided in your registration form. Please note that some banks may charge you a fee (amount usually found : £1.25) when using a Visa Debit Card, due to an overseas transaction. Please, contact your Bank if you need more information.

Payment by PayPal: The Purchaser may use his or her PayPal account to pay for Orders placed on the Site. Please note that the amount of your order is not charged until your products are shipped. All products remain the full property of Yves Rocher until payment has been received by Yves Rocher.

Delivery

Our products are delivered from La Gacilly, Brittany-France. Our products are delivered only to the UK (excluding the Channel Islands, Jersey and Guernsey as well as the Isle of Man) according to the delivery address that is indicated during the process of the order. It is your responsibility to complete your delivery address with utmost precision to ensure the correct delivery of your parcel. You will be delivered between 8-14 working days after your order has been confirmed. (The delay indicated is subject to availability of products and the standard delivery fees are at £4.20). Please consider that we do not send any delivery after the 27th March of 2019.

Right To Cancel - Satisfaction Guaranteed Or Refunded

Your satisfaction is our top priority and we do our best to satisfy our customers with each order. If your Yves Rocher product(s) does not meet your expectations, do not worry. You have the right to cancel your order within a period of 14 days begins on the day on which you receive your products, according to the law. In such a case, you have to inform us of your decision to cancel your order within such a period of 14 days by post, by phone 0800 083 3718, by e-mail by complete the «contact us» form. In this last case, we will send you an acknowledgement of receipt by e-mail.

You have to send back your product(s) in its original package and in perfect condition, to: Yves Rocher Ltd, 1 Apollo Rise, Southwood, Farnborough, GU14 0GT not later than 14 days at the latest after you have informed us of your cancellation of your order. We commit ourselves to refund it as quickly as possible, at the latest within 14 days from your cancellation. However, your refund may be deferred until we receive the product(s) back or a proof of shipment. Due to the exceptional character of the trading closure, we do not exchange your product(s), you will automatically be refunded. The refund will take place as follows:

- Your parcel has been returned entirely, we will refund the price of the parcel and eventual postage & packing fees. Return shipping fees will not be refunded.
- Your parcel has been returned partially (you keep some products). We will refund the price of returned products. The postage, packing and return shipping fees will not be refunded.

Guarantee Of Conformity

If the products delivered were damaged or faulty upon receipt, or if the products you have received are not the products you originally ordered, you may obtain a full refund. We will refund the price of the product, eventual postage, packing and return shipping fees.”

Respecting Mankind And Nature

For your comfort and safety our skin care products are guaranteed hypoallergenic and all our products are tested in laboratories. Our Brand is one of the first European companies to have stopped testing its finished products on animals.

Customer Guarantee

You benefit the legal guarantee of our delivered products. We ensure your consumer rights and the respect of the general requirements of professional diligence, in particular regarding manufacturing or our products, e-commerce and Direct Marketing.

Responsibility

Products proposed are in conformity with European regulations.

Yves Rocher will not be held responsible for non-delivery of orders in case of out of stock products, natural disaster, postal strikes/problems or delivery service provider strikes/problems. Yves Rocher will not be responsible for any indirect damages after the following: loss of exploitation, loss of profit, damages or costs.

Yves Rocher does not sell to minors. If you are under the age of 18, you may browse our Website. However, you may not provide personal information to us. For example, you cannot register or make a purchase. This Website is not designed for minors and we do not knowingly collect personally identifiable information from any person under 18 years of age.

The Yves Rocher UK Website may contain links from other websites. Please be aware that we are not responsible for the privacy practices as well as the contents of other websites, that may be contradictory with UK laws and legislations.

In other respects, Yves Rocher would like to remind you that all links to the Home Page or any other pages of the Website are to be subject to prior and written acceptance by Yves Rocher.

Intellectual Property

The entire contents of Yves Rochers' Website: brands, drawings, models, logos, graphics, etc ... are protected by international copyright and are the property of Yves Rocher. Therefore, the contents of the pages of this Website may not be reproduced in whole or in part without the prior written consent of Yves Rocher. In this respect, none of the providers of the Website will give a license nor authorisation, other than the consultation of the Website.

Unless otherwise specified herewith, the trademarks, trade names and logos of Yves Rocher appearing on this Website may not be used in any manner whatsoever without the prior written consent of Yves Rocher. Yves Rocher reserves the right to modify or eliminate any element of the content of this Website and the offers without prior written notice.

Legal Notice

The present contract abides the English law. The language for the conclusion of the present contract is English. Your use of this Website and any purchase you make of any goods from Yves Rocher shall be governed by English law and be submitted to the exclusive jurisdiction of the English courts.

Modifications Of The General Terms & Conditions Of Sale

Considering the evolution of the Website, Yves Rocher reserves the right to adapt or modify at any moment the present terms & conditions of sale. The new terms & conditions of sale will be made available to the customer via the modification of the online information on this Website and will be put into practice on orders validated after the date of modification

Last update: 15/03/2019