

YVES ROCHER E-STORE TERMS AND CONDITIONS

Terms & Conditions

The below terms and conditions apply to your purchases from Yves Rocher e-Store through www.yvesrocher.com.my.

Terms for Web-Exclusive Sales

The e-store promotion and sales like *Save 20%* and *2 for 1 Savings* are exclusive to the website. Promotions apply to the regular price of our full-sized items, with the exception of everyday low priced items trial-size items, limited editions, gift sets and seasonal items.

General Terms and Conditions

The e-store promotions cannot be combined with any other offers, member privileges, bonuses and coupons which are only valid for Yves Rocher store and departmental counters.

Yves Rocher reserves the right to modify or cancel promotions due to system errors, fraud or unforeseen difficulties. All internet sales are final and cannot be cancelled or modified.

International Orders

At www.yvesrocher.com.my, we only ship within Malaysia. However, Yves Rocher has websites in Canada, USA, France, Germany, Belgium, Spain, UK, Italy, Luxembourg, Holland, Switzerland, Sweden, Norway, Denmark, Finland and Russia. For a complete listing of country stores, go to our corporate website at www.yvesrocher.com.

To Return or Exchange an Order

Only damaged or faulty products and incorrect goods received will be entitled for return or exchange. You may exchange your goods if the goods in your order are damaged or faulty upon receipt, or if the goods you have received are not the goods you originally ordered. Exchange of goods is valid within 24 hours from goods received. We only accept exchanges of equal or higher value. Where exchanges are of higher value, you must pay the difference in payment amount via direct bank transfer to: Luxor YRM Sdn. Bhd. (Maybank Berhad Account Number: 514178820825) and email customerservice@yvesrocher.com.my or fax (03-7880 9933) proof of deposit for our reference before we courier the exchanged goods to you.

When exchanging damaged, faulty or incorrect goods received, we will arrange to collect your goods from you free of charge.

Order Limits

At this time, we don't currently accept orders over RM500 in total value. If you would like to place an order exceeding this amount, please email customer services at customerservice@yvesrocher.com.my. Office hours are 9:00am to 5:00pm, Monday to Friday. We will be happy to assist you with your purchase.

Your Personal Details

We respect your privacy. We will ask for your email address when you place an order. This will allow us to communicate with you about the order status. With your permission, we would like to send you our email newsletter, filled with tips, trends and alerts about the latest website updates. We will also send you Yves Rocher offers via email from time to time.

All other personal contact details are used only for the purposes of your order, and not for any promotional or marketing activities.