L'ORÉAL
PARTNER SHOP

USER GUIDE

How to use the 'Shop by Shade' feature

如何使用"按色号选购"功能

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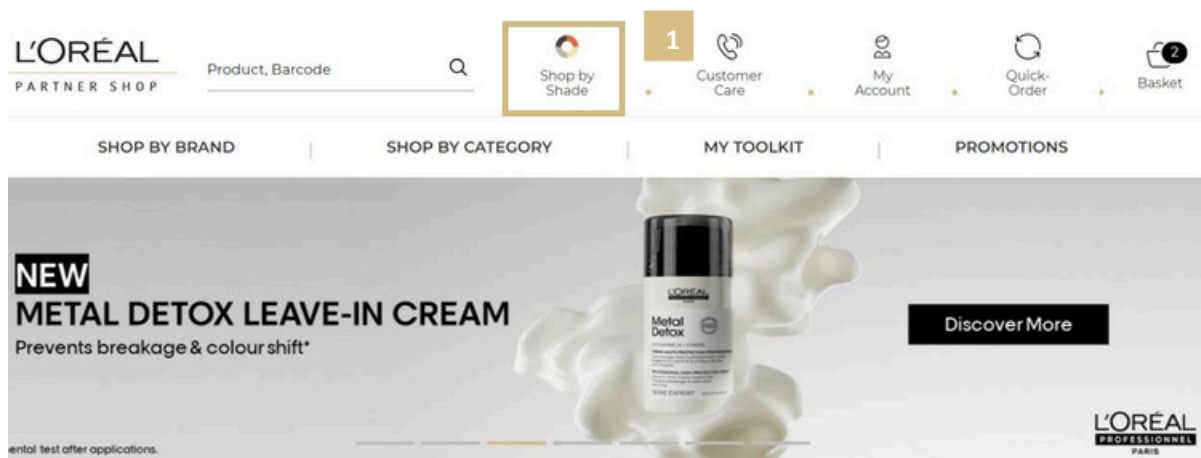# *Searching by 'Shop by Shade'?*
用"按色号选购"搜索?

L'Oréal Partner Shop has made it seamless for you shop for your shades with ease. Our 'Shop by Shade' feature enables you to shop by brand, sub-brand and colour level, so you can save time online.
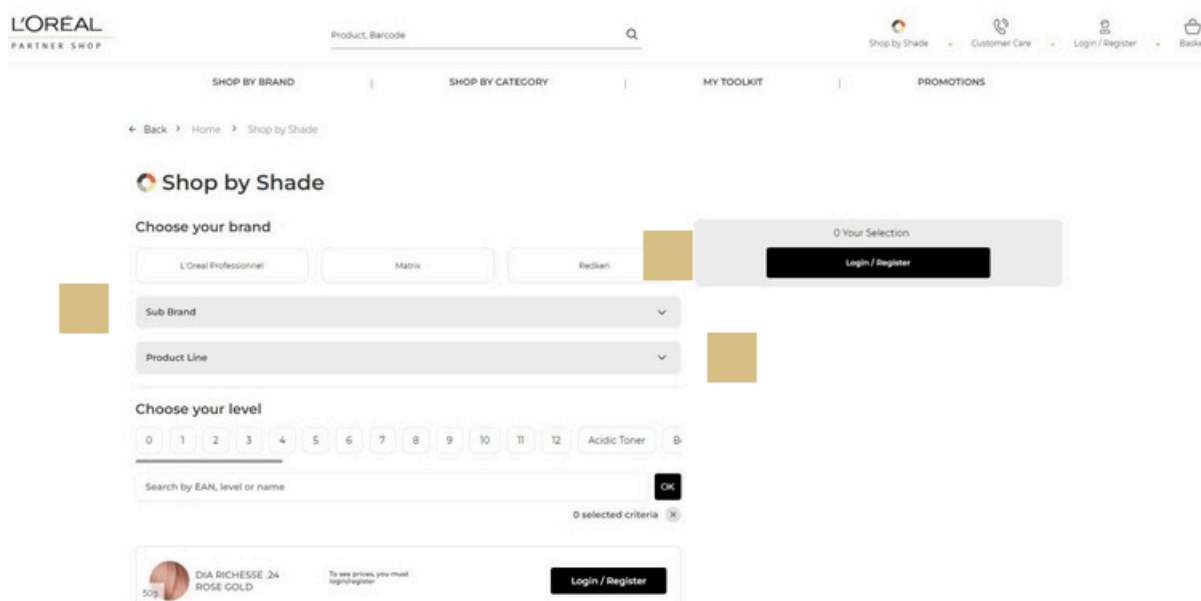
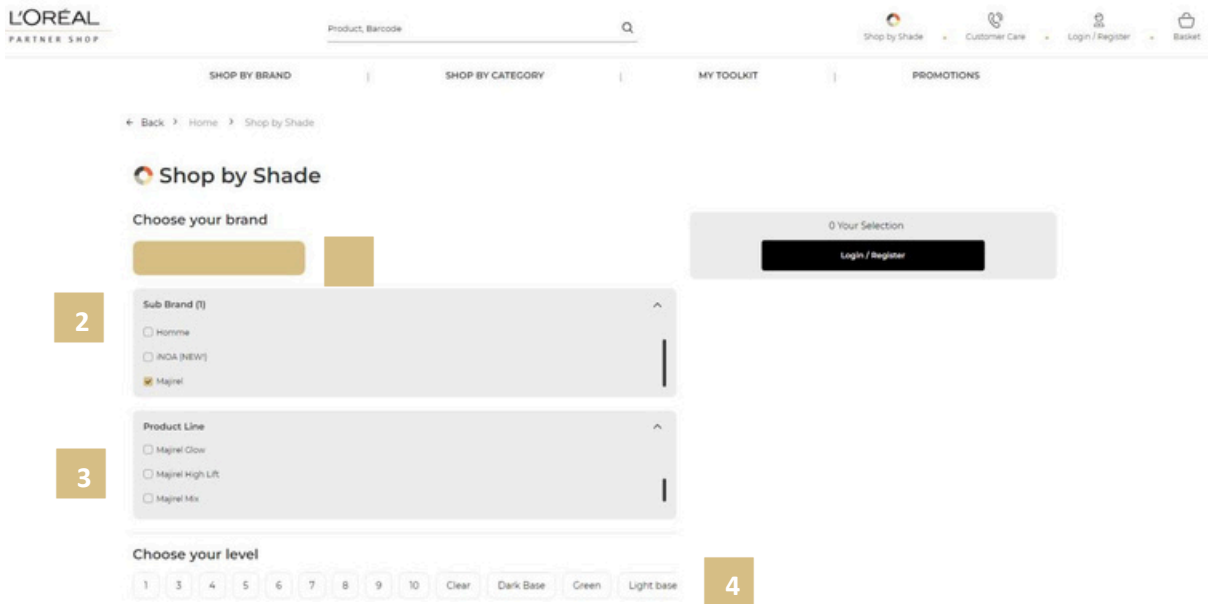## 01 — Adjust the criteria to find your shade

In the navigation menu, select 'Shop by Shade' to be directed to the Shade finder page

(1).

Once you arrive on the landing page, you will notice multiple criteria selections to filter for your preferred shade.

Note the following:

1) Choose your brand – select the relevant brand associated with the colour you would like to purchase i.e L'Oréal Professionnel, Matrix or Redken.

2) Choose a Sub-Brand – select the relevant collection under the brand i.e L'Oreal Professionnel; Majirel, Homme, iNOA, etc.

3) Product line - Narrow down the criteria by selecting the colour range specificities i.e Majirel; Cool cover, High Lift, Majirouge, etc.

4) Choose your level – Select your colour level i.e 4, 5, 6, 7, etc.

5) Search by EAN, Level or name – if your desired product does not appear, you can search for a specific product by EAN or product name.
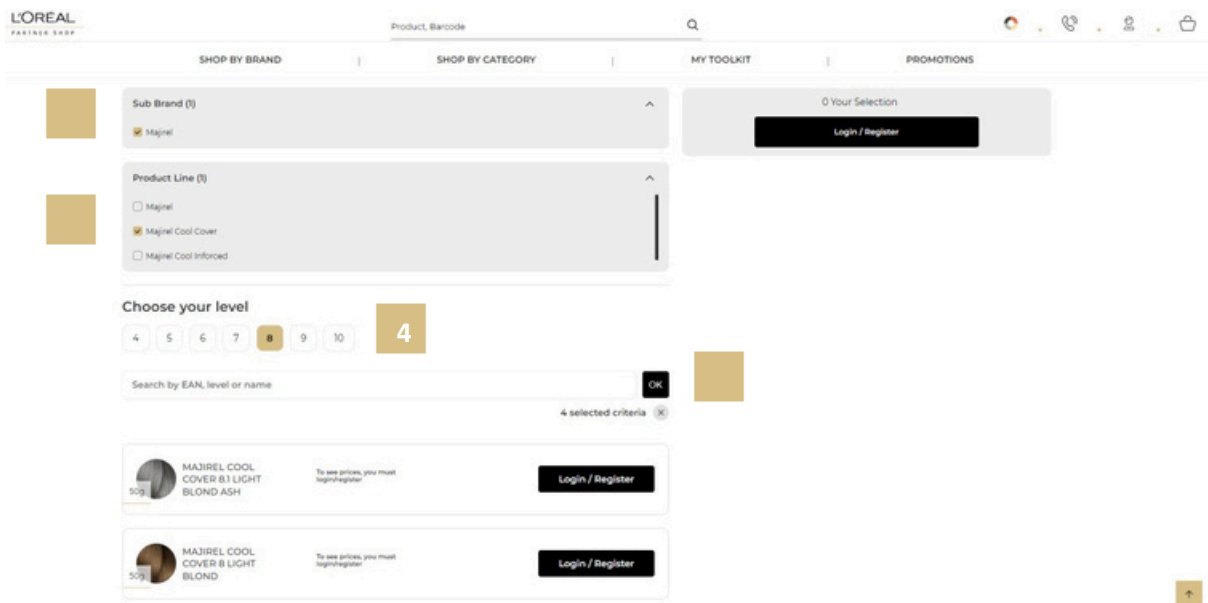
Once you finalise your selection, products relevant to your criteria should appear. You can add these products directly to your cart.

02 — Add to cart and finalise your order
添加到购物车并完成订单

For a seamless shopping experience, you can select your products, adjust the quantities, and add products to your cart from the 'Shop by Shade' page.

To select your products, select the + or – to adjust the number of quantities your wish to order (1).

Once you are satisfied with the number of quantities you have, select 'Add to cart' (2). Note the increased number of quantities added to your existing cart in the top right-hand corner of your screen (3).
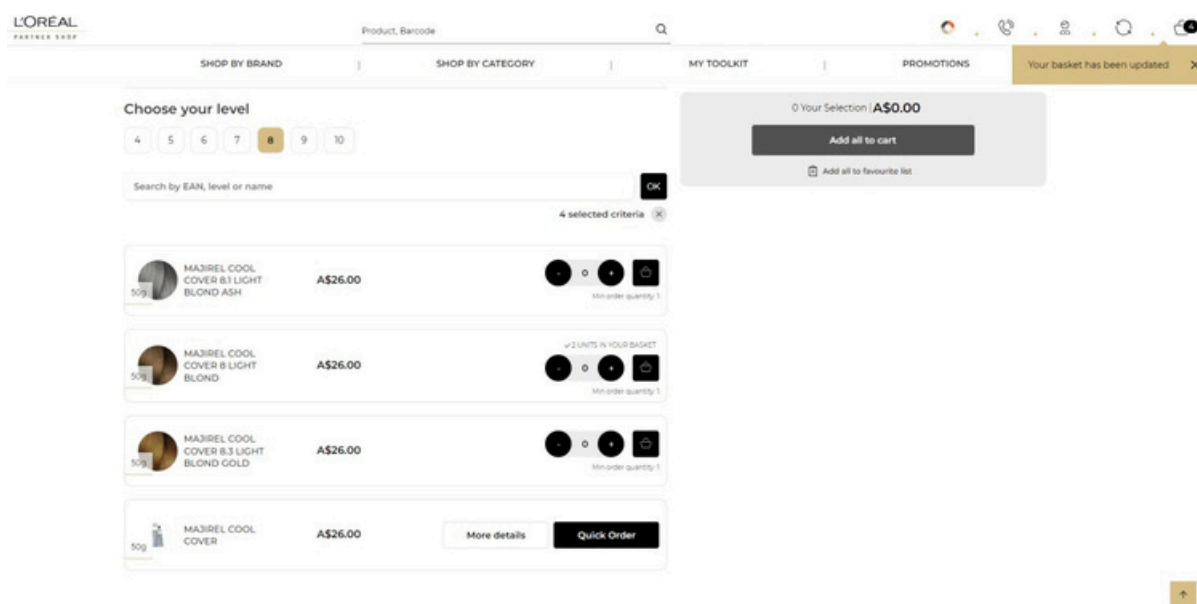
To checkout, click the basket icon on the top right side of the navigational banner

This will take you to the checkout landing page.

The features of this landing page include:

1) Total value of basket listed at the top
2) The individual products sorted by brand and listed on the cart page
3) If you have any automatic promotions in your basket, you will see complimentary products listed in the cart page
4) A button where you can apply any promo/coupon code
5) A price breakdown including shipping/GST/handling and total
6) A button labelled 'Checkout' to click to checkout your basket of products
7) A 'Clear Basket' button to click to remove all products from basket

| SHOP BY BRAND | SHOP BY CATEGORY | MY TOOLKIT | PROMOTIONS |

My Basket (4) : A$52.23 excluding GST   **1**   **7**   🗑 Clear Basket   **Checkout**

Delivery #1/1 available starting 5 Apr 2023   ^

MATRIX   A$52.23

| | All In One Oil 89mL MATRIX All In One Oil 884486497277 | A$17.41 | − 3 + | A$52.23 | 🗑 |

2

| | All In One Oil 89mL MATRIX All In One Oil 884486497277 | A$17.41 A$0.00 | Qty 1 | Complimentary **3** |

Promo Code

Enter promo code   **Apply**   **4**

4 products in your basket

Your Price	A$69.64
Promotional discount	−A$17.41
Total ex GST	A$52.23	**5**
Handling Fee	A$10.00
Standard Shipping	A$16.00
Estimated GST	A$7.82

**Order Total
A$86.05**

Checkout   **6**

Note: If you have a promotion in your basket which allows your salon to pick and choose complimentary products, instead of a 'Checkout' button you will see a button that reads "Go To Bonus Product Selection".

My Basket (1) : A$182.44 excluding GST   🗑 Clear Basket   **Go to bonus product selection**

Delivery #1/1 available starting 16 May 2023   ^

MATRIX   A$182.44

| | Strength Recovery Small Bundle Matrix | A$182.44 | − 1 + | A$182.44 | 🗑 |

Promo Code

Enter promo code   **Apply**

1 product in your basket

Your Price	A$182.44
Total ex GST	A$182.44
Handling Fee	A$10.00
Standard Shipping	A$0.00
Estimated GST	A$19.24

**Order Total
A$211.68**

Go to bonus product selection

The bonus product selection landing page will show a list of all complimentary products available with the promotion. Here you can choose what bonus products you would like and their quantity (1). Alternatively, you can opt out of any complementary product all together (2).

Once completed, click 'checkout' to proceed as normal (3).
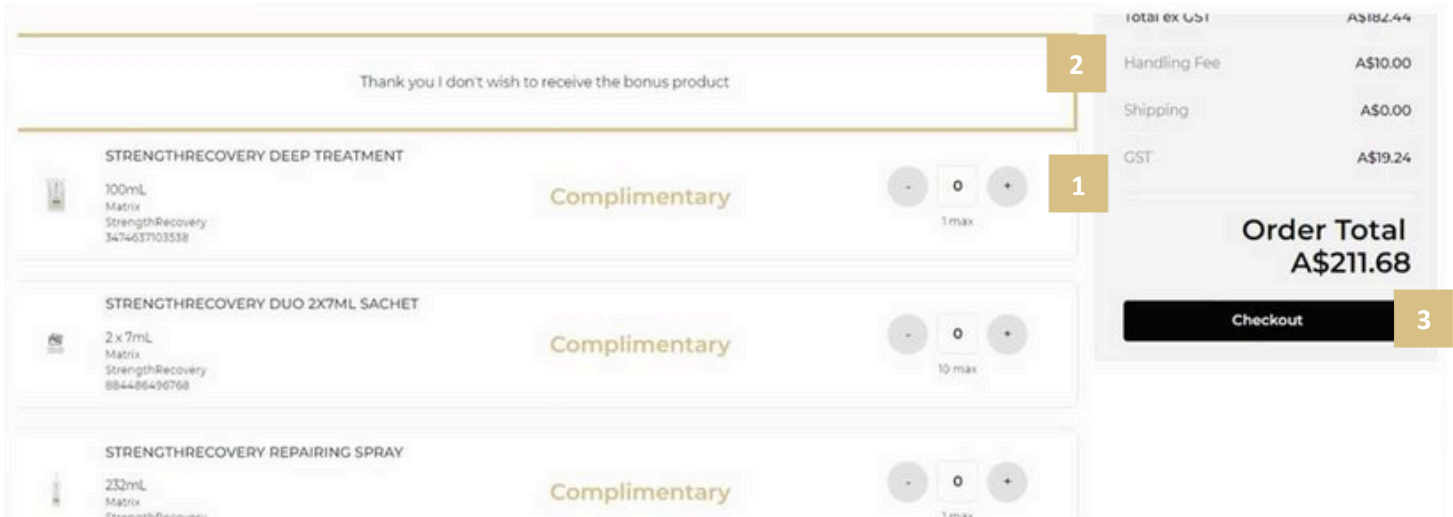
Th next page you will land on is the shipping section. In this section can opt for standard delivery **(1)** or flexible delivery **(2)**. With flexible delivery you can select a forward date to receive your order. To update your delivery address, you must contact customer care.

Click on 'Go To Payment' to pay and confirm your order **(3).**
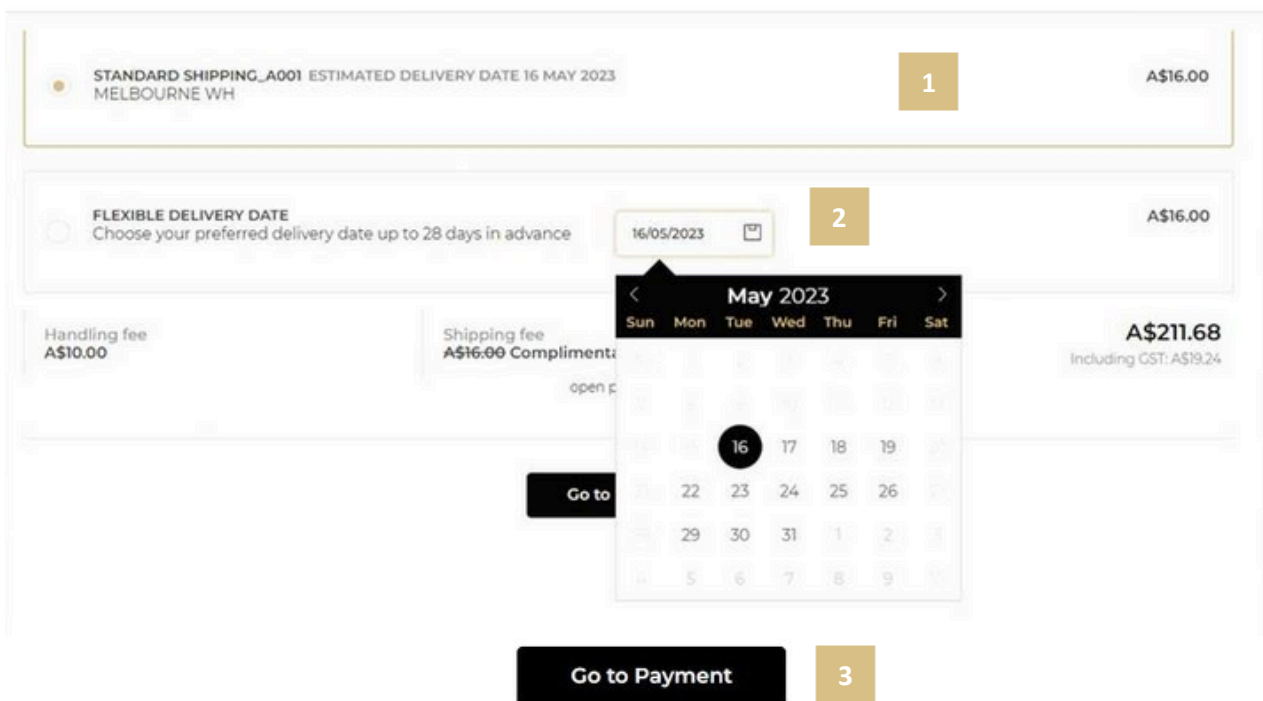
Once the order has been completed you can follow the online order at any time via linked automated emails that are sent to the email address on file on your account.

Examples of emails include - Order summary **(1),** Order Status **(2)** and Order Cancellation **(3).**

CUSTOMER ID

AU-000(

1

ORDER NUMBER

AUPO00000501

View your order

SHIPPING METHOD

Standard Shipping_A001

Expected Delivery Date

22/03/2023

KERASTASE	A$133.18
KERASTASE Blond Absolu Cicaflash Fondant - 1 Litre 3474636692385	A$71.12 Qty: 2
KERASTASE Tester: Blond Absolu Night Serum - 90mL 9315341045711	A$62.06 Qty: 2

ORDER SUMMARY

List Price:	A$182.40
Your Price:	A$133.18
Structural discount:	-A$49.22
Handling fee:	A$10.00
GST:	A$15.92
Standard Shipping:	A$16.00
Order Total:	**A$175.10**

2

Your order is on its way!

We have dispatched the order you placed on 14 Dec 2022.

Your order is on its way to you
If you would like to track your order please use the tracking link below.

track my shipment

3

Your order has been cancelled

It can be because you requested a cancellation, or because the outstanding order is more than 30 days old, which will result in an automatic cancellation.

If you need any support, please speak to your Business Partner, Live Chat with us on L'Oréal Partner Shop, or call us on **0800 0304 034**.

If you have any questions about this user guide, do not hesitate to contact us by phone,
*by email or your personal contact via the 'Contact Us' form following this **link**.*