

PARTNER SHOP

USER GUIDE

How To: Contact Us 如何联系我们

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# How To Contact Us? 如何联系我们

## 01 — CHECKING FAQ

### 01 — 常见问题

The first step when you have a query is to check the 'Frequently Asked Question's' section of L'Oréal Partner Shop

To find it, scroll to the very bottom of any page and click on the FAQ button under 'Let Us Help You'

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PARTNER SHOP	L'Oréal Professionnel	Who We Are	Contact Us
Australia English	Kérastase	Access Training Platform	FAQs
English	Redken	Our Service Promise	User Guides
	Pureology		Privacy Policy
	Matrix		General Terms of Sale
	Biolage		Terms of Use
			Cookie Settings

On the landing page, you can find the frequently asked questions regarding:

- General Queries
- Product
- Account
- Order
- Payment
- Payment Portal
- Delivery
- Returns
- Technical Support

## 02 — CUSTOMER CARE FORM

## 02 — 客服表格

If your question is not answered through the FAQ, you can contact us by filling in a customer care form.

The form can be found in two places, either in the top navigational menu (1) or at the very bottom of any page under 'Let Us Help You' (2).



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	Biolage		Terms of Use
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When you click on either of those options you will be taken to a customer care form. Choose your request type and fill in the subsequent form.

For questions about your orders, your						
account, or if you would like to stock new L'Oréal brands, contact us.						
Please select	^					
Please select						
Out of stock product						
Personal data enquiry						
Product technical advice						

Once completed, click submit.

A customer care representative will get back to you promptly regarding your enquiry.

Other