L'ORÉAL
PARTNER SHOP

USER GUIDE

How To: Contact Us
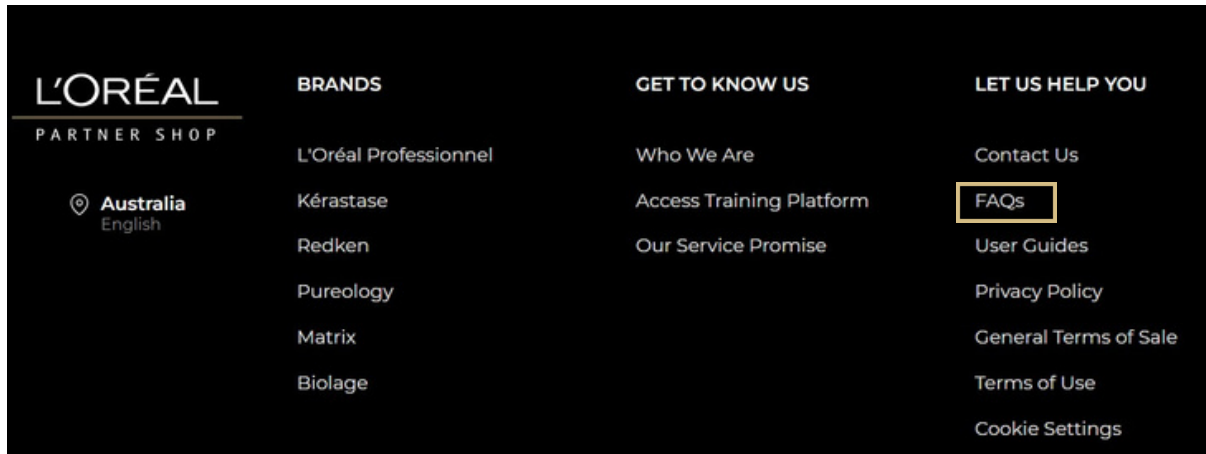## 如何联系我们

Table of Contents

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'

On the landing page, you can find the frequently asked questions regarding:
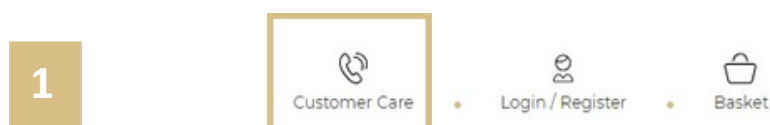
- General Queries
- Product
- Account
- Order
- Payment
- Payment Portal
- Delivery
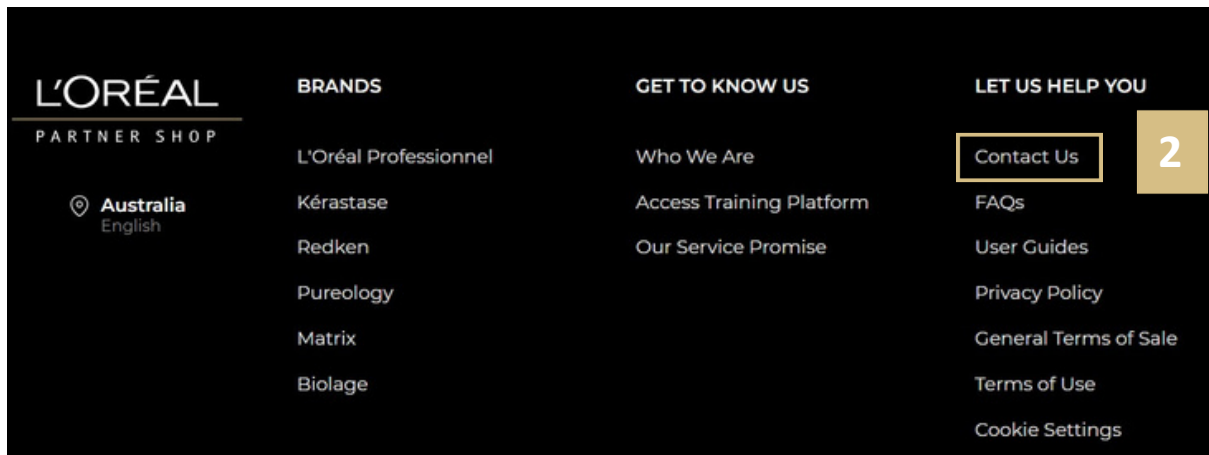- Returns
- Technical Support

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)**.

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.

Once completed, click submit.

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