

# LA MER

## RETURNS FORM

Need to make an exchange or return?

Complete the below form and return with your product within 14 days of delivery to:

**Reply Paid 1050**  
**GCC Dept**  
**Estee Lauder Companies**  
**L.B. 1050**  
**Rosebery NSW 1445**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Suburb: \_\_\_\_\_ Postcode: \_\_\_\_\_

State: \_\_\_\_\_ Telephone Number: \_\_\_\_\_

**Please refer to your Delivery Note to complete this section.**

Order Number: \_\_\_\_\_

Product Name	Quantity	Refund/Exchange	Reason Code

### Exchange Details

If you have indicated 'exchange' above, please list the product you would like us to replace your item with below.

Product Name	Shade	Quantity

### REASON CODES

1. Faulty/Damaged
2. Poor Quality
3. Sent incorrect item
4. Arrived too late
5. Incorrect shade
6. Not as pictured
7. Incorrectly ordered
8. Wrong skin type

To view our returns and exchanges policy, please visit [cremedelamer.com.au/returns](http://cremedelamer.com.au/returns)  
Alternatively please contact our Customer Service Team on: 1800 661 392 (Monday to Friday 9am - 5pm)  
or via email at [consumercare-au@gcc.cremedelamer.com](mailto:consumercare-au@gcc.cremedelamer.com).