

OFFICIAL MONEY BACK GAURANTEE FORM

(not payable at retail store)



SATISFACTION GUARANTEED OR YOUR MONEY BACK

We are sorry you were disappointed with your L'Oréal Paris Hair Coloring Experience. For expert hair coloring advice as well as tips & tricks, please reach out to our Hair Color Concierge at 1-833-856-7325 for the best at home hair coloring advice.

This program is only valid for online purchases made at shop.colorsonic.com for the L'Oréal Paris Colorsonic bundle (device + 1 cartridge) or standalone device. If you are not completely satisfied with your purchase of the L'Oréal Paris Colorsonic device for any reason, we'll give you your money back via a prepaid card by mail.

To receive your prepaid card, mail the following items via ground shipping within 30 days of purchase:

1. This completed Official Money Back Guarantee Form or the required information outlined below on a piece of paper
2. The original ship confirmation receipt for your online purchase dated between June 1st, 2024 and August 31st, 2024. Please circle the L'Oréal Colorsonic product purchase and price. The Colorsonic bundle (device + 1 cartridge) or standalone device are the only products eligible for this program.
3. The Colorsonic device. Please remove the cartridge from the device prior to shipment. The cartridge does not need to be returned.
4. The original receipt for cost of ground shipping your submission to the address below. L'Oréal will reimburse up to \$25.00 in shipping costs.

Mail to:

L'Oréal Colorsonic MBG

PO Box 2052 Dept. P192912

Grand Rapids, MN 55745-2052

Please print clearly – proper delivery depends on a complete and correct address.

***Fields with an asterisk are required**

First Name*: _____ **Last Name*:** _____

Address*: _____ **Apt. #:** _____

City*: _____ **State*:** _____ **Zip Code*:** _____

Date of Birth (MM/YY)*: _____ **Email*(will receive prepaid card tracking details)** _____

Reason for Dissatisfaction: _____

Additional Terms: Your refund request must be postmarked within 30 days of product purchase and no later than September 30, 2024 and must be received by October 15, 2024. Limit one refund request per product per person and per address. If multiple requests are submitted by the same person or from the same address, only the first request received will be paid. Your refund will be provided in the form of a prepaid card. Note that you must use the prepaid card by no later than the expiration date printed on the card. We will also notify you via a postcard in the mail if your submission is not valid. Please allow 8 to 10 weeks for shipment of your prepaid card.

This refund offer is valid only in the 50 United States and D.C. for residents 18 years of age or age of majority or older and only on the L'Oréal Paris Colorsonic bundle (device + 1 cartridge) or standalone device purchased from shop.colorsonic.com, not any other L'Oréal products. The maximum refund amount for this Colorsonic Money Back Guarantee program is \$155.00 plus up to \$25.00 for shipping costs.

Requests from clubs or organizations will not be honored. All items you submit must be originals. No mechanically reproduced, fraudulent, or forged receipts will be accepted. Return of any refund prepaid card as undeliverable will result in forfeiture of the refund. L'Oréal Paris is not responsible for late, lost, illegible, damaged, incomplete, misaddressed, misdirected, inaccurate or postage-due mail, receipts, or refund prepaid cards or for any errors relating to this offer. L'Oréal Paris has no obligation to acknowledge refund requests or provide a refund to anyone who has not strictly complied with these terms, including any requests not containing the required original receipt, and UPC, and contact information. Without limitation, trading, buying, selling, or manufacturing receipts is considered a violation of these terms and may result in mail fraud prosecution. Personal information you provide will be handled subject to the L'Oréal Paris Privacy Policy, available at www.lorealparisusa.com/privacy/ policy. If after 10 weeks you have not received your prepaid card, please contact us at www.lorealparisusa.com.