

### **What do I do if I have not received my order?**

We send you an email as soon as your order is on the way, so that you can find out when it will arrive. For tracked orders, you can use the tracking link provided in your email or located in your account to check where your order is. Have you checked for any delivery cards? Your parcel may have been left somewhere safe, such as with a neighbour or been taken to a local depot. Our Delivery Information page can give you more information and timescales.

<https://www.lookfantastic.com/info/delivery-information.list>

### **What delivery options do you offer?**

All our delivery options can be found on our Delivery Information page.

<https://www.lookfantastic.com/info/delivery-information.list>

### **How long will it take for my order to be delivered?**

Our Delivery Information page can tell you the time frames associated with our different delivery options alongside their costs. <https://www.lookfantastic.com/info/delivery-information.list>

### **What happens if I am not at home to accept my delivery?**

Don't worry, if your order cannot fit through the letterbox or requires a signature then you should receive a calling card. This card is from the courier and lets you know where your parcel is and how you can collect it.

### **The item I ordered is out of stock. Why is it on the website?**

All items ordered with lookfantastic depend upon availability. We want you to be able to order and receive the products you love effortlessly, so we'll always aim to let you know if an item is out of stock. Now and again there can be an unexpected delay, if so we'll get in touch to let you know.

### **Can I place an order to a different address?**

Yes, your delivery address is chosen at the checkout stage. Your order will automatically default to any saved addresses but you can choose to add a new one by clicking 'Add a new address'.

## **How do I cancel my order?**

We're sorry to hear you want to cancel. If there is anything that we might be able to do that means you don't have to cancel, I will be happy to help. If not, then select the order that you wish to cancel. You can choose to cancel individual items or the whole order. We'll send you an email within an hour to let you know if the cancellation worked. If it fails, this is because the order is getting ready to be sent. Items that are in stock are processed quickly so that we can aim to get products to our customers without delay. You can visit our Returns Policy to help you get the order back to us instead. <https://www.lookfantastic.com/info/refunds-returns.list>

## **I have received the wrong item. What should I do?**

We're really sorry to hear that, sometimes things can go wrong but don't worry as we can help.

We'll need to know the following information so that we can fix this for you-

1. Order Number
2. Incorrect item received
3. The correct item ordered

As soon as we've looked into what went wrong, we'll let you know what we plan to do next by sending you an email.

## **How do I change my account details?**

It's easy to make changes to your details, whether it's your payment information, password or address book. Log-in to your account and you'll see a range of categories at the bottom of the page under 'Account Settings'.

## **Why is my voucher code not working?**

We're sorry to hear your code isn't working, you'll need to check that you're not trying to use more than one code per order and that your item isn't excluded. You can refer to our exclusions list to check. If the code isn't being affected by one of the issues then please let me know.

## **What is your Returns Policy?**

Our returns policy is simple! You have 30 days from the date of receiving your item to start a return. We accept returns for all orders, provided they are in pristine condition. This means they're unopened, unused and any seals are intact. If you receive a damaged, faulty or incorrect item, please contact our customer service team through My Account who will resolve this for you on a case-by-case basis. Please make sure you have photographic or video evidence to help us process your claim as quickly as possible. Please note, we don't offer exchanges. You will need to place a new order and return your original for a refund. This policy is offered in addition to your legal rights.

## **What happens once my item is returned?**

Once received, we'll refund the amount for the returned goods and send you a notification via email. This can take 3-5 working days from the date we receive the return.