

How can I contact the Boots company?

You can contact the Boots Company using the details below:

Boots Central Customer Care Team

PO Box 5300

Nottingham

NG90 1AA

To email us please [click here](#)

Alternatively, you can ring us on:

0345 070 80 90 for our general Customer Care team

0345 609 0055 for boots.com enquiries.

0345 125 3752 for Boots Opticians appointments

0345 125 3752 for Boots Opticians contact lens reward scheme.

0345 124 4545 for Boots Advantage Card and loyalty schemes (not for queries regarding points earned on boots.com)

0345 121 9040 for Boots online pharmacy services

Standard opening hours

Monday to Friday: 9am - 6pm

Saturday: 9am - 5pm

Sunday: Closed

Bank holidays: 9am - 4pm

Christmas Day and Easter Sunday: Closed

Can I have more information on your Waste Electrical and Electronic Equipment (WEEE) and battery recycling policy?

Why recycle?

Unwanted electrical equipment & batteries are the UKs fastest growing type of waste.

For household batteries we have special collection points in all our UK Boots stores where you can dispose of batteries which will then be recycled.

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination - harming wildlife and also human health. Please do not throw any electrical equipment in your household bins.

We are pleased to offer our customers the chance to recycle their old electrical items.

What Boots do

Boots supports the WEEE (Waste Electrical and Electronic Equipment) Regulations, which means we provide takeback of electrical equipment in all of our stores – we takeback small electrical items which we sell such as hairdryers, hair styling equipment and toothbrushes.

To find out more about where you can recycle electrical waste, simply visit www.recycle-more.co.uk or contact our free helpline 0800 915 9023.

To remind you that old electrical equipment can be recycled, it is now marked with a crossed-out wheelie bin symbol. Please do not throw any electrical equipment (including those marked with the crossed-out wheelie bin symbol) in your bin.

What is WEEE?

The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of these items. In the UK, distributors (including retailers) must provide a system which allows all customers buying new electrical equipment the opportunity to recycle their old items free of charge. Those establishing their own take-back scheme must as a minimum offer all customers buying new electrical equipment free take back of their old electricals on a like-for-like basis.

Find more information on WEEE recycling, and locate your local recycling centre, at www.recyclenow.com.

What is the Boots security and privacy policy?

For information on Boots security & privacy policy please click [here](#)

What are flash cookies (or local shared objects)?

Boots online uses Adobe Flash Player to deliver video content and interactive product images. Flash cookies are stored on your device in a similar way to usual cookies, but they're managed differently by your browser. If you wish to disable or delete Flash cookies, see Adobe Flash Player security settings. If you disable Flash

cookies for Boots online, you may be unable to view certain types of information and content on the site, such as videos and interactive product images.

How do I change my cookie settings?

By default, cookies should be enabled on your computer or device. If not, your experience on Boots will be limited to browsing, viewing and searching for products. You will not be able to purchase products or use other helpful tools. If you'd prefer to restrict, block or delete cookies from Boots or any other website, you can use your internet browser to do this. Each browser is different, so check the 'help' menu on your browser to learn how to change your cookies preferences, or visit www.allaboutcookies.org/manage-cookies.

To adjust your cookie settings on our website or for more information please see our page on [privacy & cookies](#)

How can I arrange work experience with Boots?

To arrange work experience in one of our Boots stores, please contact the manager of your local store.

To arrange work experience in our support office, please click on the following link -

<https://www.boots.jobs>

How do I get information about jobs at Boots?

Please visit www.boots.jobs for more information about vacancies at Boots.

How do I give feedback?

If you would like to contact Boots regarding a compliment, complaint or to give us feedback regarding Boots or one of our stores please use our Contact us page for details.

To leave feedback on a specific product you will need to 'review' this product. You can do this by searching for the product online and click onto write a review on the product description page. This will take you to a new page where you can feedback on a product for other customers to read.

Are Boots able to help support our charity event?

At Boots UK, our focus is on our long-term, strategic partnership with Macmillan Cancer Support. Our customers voted for Macmillan as the charity they wanted us to support. Our shared vision is that within three years everyone, wherever they are in the UK, will have access to the best cancer information and support in their community.

We are also in partnership with BBC Children in Need - another cause that is close to the hearts of our customers and colleagues.

What are cookies and how are they used?

Cookies are small useful text files that are stored on your computer when you visit some websites. They are used to remember useful information that allows certain functionality to work, for example cookies can be used to remember what's in your shopping basket while you browse or if you're logged in or not. Cookies can't harm your computer, and are active for differing lengths of time, some are stored until you close your browser, while others may last for several weeks or more. To find out more about cookies, how they work and how to manage them, visit www.allaboutcookies.org.

How do Boots use cookies?

The Boots websites have a variety of useful features and tools, and to make best use of them your computer, tablet or mobile device will need to accept cookies. We can only provide you with certain features by using cookies, for example, to place orders on our website, it's necessary to use cookies to remember your basket and promotions. If you have chosen to disable cookies you will still be able to browse the websites, look at and search for products and read content but some functions may be unavailable, such as logging in to your account.

We have partnerships with organisations that may also set cookies as you use Boots. These are normally used to help keep advertising relevant and to ensure marketing tools work correctly such as cash-back websites (e.g. Quidco)

In the coming months we will be providing you with extra control, by giving you the option to consent to cookies when you visit Boots.

Boots uses cookies in a number of ways:

1. Strictly necessary cookies:

These cookies are necessary for the website to function and cannot be switched off in our systems. They are usually only set in response to actions made by you which amount to a request for services, such as setting your privacy preferences, logging in or filling in forms. You can set your browser to block or alert you about these cookies, but some parts of the site will not then work. These cookies do not store any personally identifiable information.

2. Performance cookies:

These cookies allow us to count visits and traffic sources so we can measure and improve the performance of our site. They help us to know which pages are the most and least popular and see how visitors move around the site. All information these cookies collect is aggregated and therefore anonymous. If you do not allow these cookies we will not know when you have visited our site, and will not be able to monitor its performance.

3. Functionality cookies:

These cookies enable the website to provide enhanced functionality and personalisation. They may be set by us or by third party providers whose services we have added to our pages. If you do not allow these cookies then some or all of these services may not function properly.

4. Targeting cookies:

These cookies may be set through our site by our advertising partners. They may be used by those companies to build a profile of your interests and show you relevant adverts on other sites. They do not store directly personal information but are based

on uniquely identifying your browser and internet device. If you do not allow these cookies, you will experience less targeted advertising.

In the coming months we will be providing you with extra control, by giving you the option to consent to cookies when you visit Boots.

What cookies are used online at Boots?

Please see the full list of the cookies we use on boots.com and boots.ie by clicking the link below. From time to time, we may make changes to this list as we add or remove features from our website. For more information on our cookie policy, and why we use them, see our page on [privacy & cookies](#).

How do I send a compliment about the website?

It's always great to receive positive comments. You can give your feedback using the Contact us page link below.

[boots.com](#)

[boots.ie](#)

Do you have apprenticeships / internships / graduate scheme placements?

For information on working for Boots, please visit our Boots Jobs website [here](#)

How do Boots try to detect & prevent crime?

To protect our customers, our staff and our business, we may use your personal data to help prevent and detect crime. We use CCTV to record images in our stores, and when you place an order on our website, we carry out identity verification and fraud prevention checks, validating the personal information you give against appropriate third-party databases. This may involve disclosing information to a Credit Reference Agency, which will keep a record of that information and may pass it to the police.

If you require access to CCTV footage (for example, if you are the victim of a crime that takes place on Boots premises), you should write to us at:

Central Customer Care Team
D94
Nottingham
NG90 1BS
UK

We will ask you to provide proof of your identity, the date and approximate time of the incident you wish to view and as much detail as you can to help us locate the correct footage, and we may make a small charge. We will do our best to help, but there are situations in which we may be unable to make CCTV footage available to you, such as where the incident occurred some time ago or if we believe that allowing you to view it would breach someone else's privacy.

Is the Boots website secure?

All of our pages that deal with your personal or payment information are HTTPS secured so your data will be safe. Some of our other pages are in the process of being moved from the HTTP to the HTTPS platform. As a result, you may see parts of our website flagged as unsecured, these pages don't handle your personal data and won't compromise your shopping experience.

What is the online affiliates programme?

What are affiliates?

Affiliates are partner websites, blogs or forums that earn commissions on sales generated from links to our website. To enable affiliates to do this easily, we provide them with banners, product data fields and text links. Please refer to our terms and conditions for more information.

How do I join?

If you own or operate a website you can apply to join our affiliate programme to receive commission on sales generated by your visitors to our site. The programme is managed by our exclusive partner, Awin. For information and guidelines on how to apply and for terms and conditions please [click here](#) or contact uk-boots@awin.com.