**FAQ**

**When can I expect to receive my Glossier package—are there currently processing or shipping delays?**

We are working closely with our external partners and carriers to ensure your Glossier can reach you as quickly as possible. See below for the most up-to-date information:

**Estimated Shipping Time**  
United States: Standard: 5-7 business days  
United States (Rush): 2-3 business days  
Canada: Standard: 5-10 business days  
United Kingdom: 3-5 business days  
United Kingdom (Next Business Day): 1-2 business days  
Ireland: 5-7 business days  
France: 5-7 business days  
Sweden: 6-8 business days  
Denmark: 6-8 business days

**Where does Glossier ship?**

Glossier currently ships to the 50 states, Puerto Rico, Canada, the UK, the Republic of Ireland, Sweden, Denmark, and France. You may experience longer delivery times when shipping to Hawaii, Alaska, Puerto Rico, and remote areas in Canada.

We are working on bringing Glossier everywhere around the world. Tag us @Glossier to let us know where you live!

**Tell me about shipping to the U.S. and Puerto Rico.**

We offer two shipping speeds, because sometimes you can wait and sometimes you can't.

Standard (5-7 business days): $4.50  
Rush (2-3 business days): $25

PS: Standard shipping is free when you spend $30 or more. Please allow 1 to 2 business days for us to receive and process your order. Please note, we only offer Rush Shipping to the 48 contiguous states.

**When will my order ship?**

Here’s how it works: you order, we process, then we ship.

Ordering takes a few seconds. Processing takes 1 to 2 business days (and orders placed after 1pm ET are processed the next business day). Then one of our carriers takes it from there. You’ll get a shipment notification email with a tracking number as soon as your package ships. It’s on the way!

**How long will it take to ship to Alaska, Hawaii, and Puerto Rico?**

You might experience a few extra days in shipping timelines. Shipping to these states will take about 11-15 business days.

**I'm having problems with the tracking.**

Sorry about that! In a few cases, the carrier takes 1-2 business days to register your shipment status. If your tracking number isn’t updating or working at all, please reach out to us as soon as you can via gTEAM@glossier.com. We can give you the inside info.

**How can I edit my shipping address?**

If your order is shipping to an incorrect address, please email gTEAM@glossier.com.

**How can I change the country I am shopping in?**

To change the currency you’re shopping in (and country you’re shipping to), just scroll down to the bottom of the page and select the correct country. Right now, we only ship to the countries listed here (but more are coming soon)

**Are there limitations with shipping fragrance in the U.S.?**

Since fragrance is considered a Hazardous Material (HAZMAT), the U.S. Department of Transportation (USDOT) requires ground-only shipment of Hazardous Materials due to air shipment restrictions and regulations. Alas, fragrance products and samples cannot be shipped to Alaska, Hawaii, U.S. Territories, PO Boxes or APO/ FPO addresses. All orders containing Hazardous Materials must be shipped via standard ground shipping methods and cannot be shipped via expedited shipping methods.

**Can you tell me about fulfillment safety during the pandemic?**

The safety of our team and customers is our top priority. We’re monitoring the situation very closely and working with our external fulfillment partners who are committed to taking all necessary safety precautions.

**Product**

**How can I find out more information about a product?**

You can learn all about our products on their individual product pages. If you have any other questions or thoughts, let us know by emailing gTEAM@glossier.com.

**What skin types are Glossier products suitable for?**

Our products are appropriate for all skin types: they’re dermatologist tested and formulated for all skin types.

**Are you cruelty free?**

We’re committed to being cruelty free: this means we do not test on animals at any stage of product development, and we will only work with vendors who uphold the same standards. We are proud to share that our products are certified cruelty-free by Leaping Bunny, the only internationally recognized certification organization for cruelty-free companies. Being Leaping Bunny certified also means we’ll have regular independent audits to ensure we’re compliant.

**Can I sell the products on my own site?**

Your purchase of Glossier products is only for your personal use. By purchasing Glossier products, you agree not to resell or distribute such products for any commercial purposes. We may reject or cancel an order if we have reason to believe that your order is not for your personal use.

**Can you help with a product I bought from a third party marketplace?**

We’re only able to guarantee the authenticity of products purchased on Glossier.com, at our retail locations, and through authorized partnerships. We’re also not able to process returns or exchanges or otherwise assist with orders not placed through Glossier.com or at our retail locations.

**Gift Cards**

**How can I redeem a gift card?**

Lucky you :) Just click the REDEEM GIFT CARD link in the email. Create an account or log in and enter the code. You can always enter the code [**here**](https://www.glossier.com/redeem). If you are having difficulty, log in first and then click the link via your email.

**How can I pay with a gift card?**

Gift cards work like store credit on Glossier.com. Once you have applied the gift card to your account, it will automatically apply to your next purchase. If you do not have enough store credit in your account to complete the purchase, you can pay the remaining balance with your credit card.

**Returns & Exchanges**

**How do I place a return or exchange?**

We're sorry you didn't love your Glossier. Please reach out to gTEAM@glossier.com with your order number and the products you'd like to exchange or return, and we'll take care of the rest.

**Help! I can’t find my return slip.**

Don’t worry—Glossier packages don’t include return slips. Just reach out to gTEAM@glossier.com and we’ll help you place your return or exchange.

**What’s your return policy?**

All returns must be processed within 30 days of receiving the order.

To place a return, or if you are having trouble making a return within the 30 day timeframe, please reach out to gTEAM@glossier.com.

Order # (GLO#) must be provided to place a return, and you will be refunded in full to your original form of payment. Please note, your original shipping charges are not refunded. Gift cards are final sale.

**How long does it take to process a return?**

Credit card refunds usually take 5-10 business days to appear on your statement.

**What should I do if I receive the wrong product?**

If you received a product different from the one that you ordered, sorry about that! Please contact us at gTEAM@glossier.com and we’ll be sure to get you the Glossier you ordered!

**How do gift returns or exchanges work?**

If you were gifted Glossier but it isn't what you had in mind, you can return your items for store credit. Please reach out to gTEAM@glossier.com with the gifter's first and last name, email address, and the products you’d like to return or exchange (the gifter won’t be notified of any changes). Once locating the original order, we'll handle it!

**Billing**

**When will my credit card be charged?**

Your credit card will be charged as soon as your order is accepted and processed.

**Can I remove a saved payment method?**

Of course! You can make this change on your Account page. If you need help, email us at gTEAM@glossier.com.

**What forms of payment do you accept?**

We accept Paypal, Visa, Mastercard, American Express, JCB, Discover, and Diners Club credit cards or debit cards. Unfortunately, we cannot accept checks or money orders.