

No stamp required
if posted in Australia



PUREOLOGY
P.O. BOX 6813
ST KILDA ROAD CENTRAL
VICTORIA 8008
AUSTRALIA

PUREOLOGY
serious colour care

LONG
LASTING
HAIR
COLOUR
OR YOUR
MONEY BACK



PUREOLOGY.COM.AU

THE PUREOLOGY PROMISE:
**LONG-LASTING HAIR
COLOUR OR YOUR
MONEY BACK**



At Pureology, we have paramount confidence in the performance of our products, and this is why we pledge the Pureology promise. Should you be dissatisfied with our guarantee and would like to seek reimbursement, please read the following Terms and Conditions, fill in your details, attach your original receipt and post back to Pureology.

Should you have any further enquiries please call 1300 386 736 for more information.

YOUR DETAILS

NAME:

ADDRESS:

CONTACT NUMBER:

EMAIL:

SALON NAME:

REASON FOR DISSATISFACTION: (15 words minimum)

When sending us back your request for reimbursement, please make sure to include the following:

- ☒ An original valid receipt showing the purchase of your Pureology products
- ☒ The unused portion of each of your Pureology products
- ☒ This completed questionnaire

*Refer to Clause 3 for full details

**Refund claims which do not include the items listed in point 3 above will be rejected.

MONEY BACK GUARANTEE

TERMS AND CONDITIONS OF SALE

1. Pureology's Money Back Guarantee applies to Australian residents only, excluding directors, management and employees (and the immediate families of directors, management and employees) of L'Oréal Australia Pty Ltd (ABN 40 004 191 673) and participating hair salons.
2. The Pureology promise is long lasting hair colour. If, after using a Pureology shampoo and conditioner product in conjunction with each other for 30 consecutive days and within 4 weeks of purchase, you are not satisfied that your Pureology shampoo and conditioner products have promoted long-lasting hair colour, Pureology will refund you the actual price paid for your Pureology shampoo and conditioner products, in accordance with these terms and conditions. If you purchased other Pureology products (such as a take home treatment) in the same transaction in which you purchased your Pureology shampoo and conditioner products, Pureology will refund you the actual price paid for one other Pureology product (in addition to your Pureology shampoo product and your Pureology conditioner product), as requested by you.
3. To obtain your refund, complete your details on the form below, provide a brief explanation of why you are dissatisfied with your Pureology products and send to "Pureology P.O. Box 6813, St Kilda Road Central, VIC 8008, Australia", together with: (a) an original valid receipt showing your purchase of your Pureology products in one transaction and the date and location of purchase; and (b) the unused portion of each of your Pureology products for which you wish to claim your money back. The unused portion of each product must equate to at least ½ content capacity of the product.
4. Refund claims which do not include the items listed in point 3 above will be rejected. Photocopied, illegible or defaced purchase receipts will not be accepted.
5. Claims must be received on or before 30 June 2011. Any claims received after that date will not be considered. Pureology reserves the right to reject any refund claim in its discretion.
6. Pureology accepts no responsibility for any lost, damaged or delayed refund claims.
7. Refunds are only available for Pureology products purchased from an authorised professional hair salon in Australia.
8. The Pureology Money Back Guarantee does not extend to any colour service, whether professional or otherwise.
9. Pureology will pay for the cost of posting the refund to you, but you are responsible for all other costs associated with your refund claim.
10. Pureology will use reasonable endeavours to provide refunds within 28 days of receipt of valid refund claims. Refunds will be in the form of cheque made out in the name specified on the refund claim form. Pureology accepts no liability for damage, loss or delay in transit of refunds.
11. Only one refund is available per household.
12. The terms of this guarantee do not affect your statutory rights.