

## MONEY-BACK GUARANTEE

### Terms and Conditions

1. Offer applies to UK residents only who are 18 years old or over, excluding employees of L'Oréal (U.K.) Limited, their immediate families, their agencies and anyone professionally connected with the promotion.
2. If you are not satisfied with the result obtained from using Maybelline's Superstay Up to 30H Foundation we will refund you the actual price paid in accordance with these terms and conditions.
3. Purchase period for refunds is between 8<sup>th</sup> September 2021 and 30<sup>th</sup> November 2021.
4. Valid claims accepted for in-store and online purchases provided they adhere to these terms and conditions.
5. The claim for refund must be made no sooner than 30 days from date of purchase as defined by a valid till receipt and not later than 60 days or the claim will be rejected
6. To obtain your refund, complete your details on the form below and complete the question along with a statement of no less than 15 words long of why you are dissatisfied with the results and send, along with your original, valid receipt showing the date of your itemised purchase and price paid, to: **Maybelline SS30H MBG, P.O. Box 1079, Hemel Hempstead, HP1 1GY**  
There is no online submission to claim available.
7. Submissions for refunds which do not include the items listed in clause 6 above will be rejected and these items will not be returned. Photocopied, illegible or defaced receipts will not be accepted.
8. Submissions for refunds must be received:
  - No sooner than 30 days of the purchase date and not after 60 days
  - On or before 31<sup>st</sup> January 2022 and applications received after this date will be rejected
9. Incomplete, illegible, misdirected or late submissions will not be accepted. Proof of posting will not be accepted as proof of delivery. Responsibility cannot be accepted for lost, damaged or delayed forms and/or their contents.
10. Maybelline will refund the actual purchase price paid by way of Bank Transfer or Cheque for a maximum of one product purchased as evidenced by the receipt provided.
11. Maybelline will be responsible for the postage cost of sending the refund to you where applicable, but you will be responsible for all other costs associated with the refund process.
12. Maybelline will use reasonable endeavours to provide refunds within 28 days of receipt of a valid application.
13. Only one refund is available per household.

14. Claimants must have a UK bank account.
15. This money-back guarantee does not affect your statutory rights.
16. Data Protection: Any personal information provided by the Claimants will be used by the Promoter and/or its agents for the purpose of conducting this promotion and Claimants consent to such use. The Promoter may disclose Claimants' personal information to its contractors and agents to assist in conducting this promotion or communicating with Claimants. All personal information shall be handled in accordance with the Promoter's privacy policy. For specific 'subject access' and 'right to be forgotten' requests related to this campaign please contact <https://www.maybelline.co.uk/faq>.
17. All personal details will be deleted 30 days after the end of the campaign.
18. Maybelline reserves the right to vary these terms and conditions or cancel the promotion at any stage in the event of circumstances arising beyond its reasonable control.
19. By submitting a refund request you will be deemed to be bound by and have accepted these terms and conditions.
20. English law applies and the English courts shall have exclusive jurisdiction over any proceedings in connection with this promotion.

Promoter: Maybelline, 255 Hammersmith Road, London, W6 8AZ

(Please do not send any applications to this address.)

## MONEY-BACK GUARANTEE REQUEST FORM

We are sorry that you were not satisfied with our product.

To obtain your refund, complete the form and place in envelope along with your original, valid receipt showing the date of your itemised purchase and price paid and send to:

**Maybelline SS30H MBG,  
P.O. Box 1079,  
Hemel Hempstead,  
HP1 1GY**

You will hear back from us within 30 days.

FIRST NAME

SURNAME

ADDRESS

### DID YOU MAKE YOUR PURCHASE ONLINE OR IN-STORE?

PLEASE TICK A RESPONSE

- Online  
 In-store

### WHY AREN'T YOU SATISFIED WITH MAYBELLINE SUPERSTAY UP TO 30 HOUR FOUNDATION?

PLEASE TICK A RESPONSE OR WRITE YOUR RESPONSE IN THE OTHER SECTION

- The shade doesn't match my skin tone  
 The product dries my skin  
 The product is cakey or too matte  
 The product doesn't blend  
 The product doesn't last all day  
 OTHER

### PLEASE EXPLAIN IN AT LEAST 15 WORDS WHY YOU WERE NOT SATISFIED WITH MAYBELLINE SUPERSTAY 30H FOUNDATION?

### METHOD OF PAYMENT

CHEQUE

BANK TRANSFER

CHEQUE PAYEE NAME

ACCOUNT HOLDER NAME

POSTAL ADDRESS WILL BE SAME AS ABOVE

BANK

SORT CODE

ACCOUNT NUMBER

- I confirm I have read and accepted the Terms and Conditions.