

If for any reason you are not completely satisfied with your Pureology purchase, please contact our customer service at 1-866-537-2782 (Monday to Friday 9:00 am to 5:00 pm Eastern Time) and simply return the purchased products within thirty (30) days of the delivery. We will be happy to credit your account for the amount of the purchase.

Address:

L'Oréal Canada – Return Departement

3500 rue Douglas-B.-Floreani, Door 31-32

Saint-Laurent, QC

H4S 2B9

We recommend that you return all products unopened and in the same condition in which they were delivered via Canada Post and that you send your return via Canada Post for your protection and to insure prompt delivery. We're sorry, but return shipping fees are not refundable.

If your package was damaged in shipment by the carrier, and its content rendered unusable, save the box and the merchandise and notify us immediately at 1-866-537-2782 (Monday to Friday 9:00 am to 5:00 pm Eastern Time). The carrier will be notified and the damaged package and the damaged items will be replaced.

Returns or exchanges for purchases made online may not be accepted for return or exchange at a Pureology Salon.

We're sorry, but returns or exchanges for purchases made in a Pureology retail store or partnered retail location may not be returned to Pureology.ca. If the item you wish to return was not purchased through Pureology.ca, we recommend returning to the place of purchase for resolution. In the event you are unable to return to the place of purchase, please contact our customer service at 1-866-537-2782 (Monday to Friday 9:00 am to 5:00 pm Eastern Time) for assistance.

Pureology Canada Team