

**FREEPOST
CETAPHIL 30 DAY PROMISE
FREEPOST RLTS-KSXS-BZHK
UCKFIELD TN22 1QQ**



Money Back Claim Form

Please print out this form, and return to us at the FREEPOST address above, along with the following:

Product Application form Receipt (Must be dated between 1st March 2017 to 1st December 2017.)

(Product and Application Form will not be returned, photocopies will not be accepted)

Thank you.

Your Details

Forename _____

Surname _____

Address _____

County _____

Postcode _____

Who should we make the cheque payable to?

Your Purchase

Which product didn't you like? _____

At Cetaphil, we gladly welcome feedback to improve how we meet consumer needs. Whilst not obligatory, we would greatly appreciate your feedback on how the product did or did not meet your needs:

If you have any questions with respect to your refund, please contact us by telephone on 0345 894 9145 or email at: Cetaphil.returns@responsehandlingteam.co.uk

Cetaphil Buy Back Guarantee

Terms and Conditions

1. If you are not fully satisfied with results from using any Cetaphil product, a full refund can be obtained for the price paid in accordance with the following terms and conditions.
2. This promotion is open to all UK and Ireland residents who are 18 years or over with the exception of GALDERMA (UK) LTD, their immediate families or anyone connected with the promotion. No bulk or third party applications will be accepted.
3. Internet access and printer is required. Participants must visit <https://healthyskinsecrets.celebsnow.co.uk/> to print an application form and complete offline.
4. To obtain your refund, write to us providing your full name, address and age with a brief explanation of why you are dissatisfied with the result. This should be sent Freepost to:
CETAPHIL 30 DAY PROMISE, FREEPOST RLTS-KSXS-BZHK UCKFIELD, TN22 1QQ
Together with the original:
 - Bottle (postage is pre-paid at address); and
 - A valid receipt (showing the retailer and date of purchase) for the Cetaphil product.
 - Till receipts will not be returned.
5. Submissions for refunds which do not include the items listed in point 4 above will be rejected and these items will not be returned. Photocopies will not be accepted.
6. The offer is limited to one money back application per household only.
7. Purchase period for refunds from 1st March 2017 to 1st December, 2017. Submissions must be received on or before 15th December 2017 and forms received after this date will be rejected.
8. Incomplete, illegible, misdirected or late submissions will not be accepted. Proof of posting will not be accepted as proof of delivery. No responsibility can be accepted for applications lost, delayed or damaged in the post. Proof of posting is not proof of receipt.
9. Refunds are available for any Cetaphil product purchased in the UK and Ireland.
10. Cetaphil will refund the actual purchase price paid for the Cetaphil product(s) purchased to a maximum value of £30.00 or €35.27 (based on Bank of England exchange rate calculated on 1st February, 2017)
11. Cetaphil will be responsible for the postage cost associated with sending and receiving as part of the refund process; this excludes packaging required to submit original bottles.
12. Full refunds will be sent in the form of a cheque made payable to the original claimant only as per the application form. Cheques must be treated as cash and cannot be reissued. Please allow 28 days for delivery.
13. By submitting a refund request you will be deemed to be bound by and have accepted these terms and conditions. This does not affect your statutory rights.
14. Cetaphil 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.
15. English law applies and the English courts shall have exclusive jurisdiction over any proceedings in connection with this promotion.
16. The Promoter's decision is final and binding in all matters.
17. Participants' information will be used for the sole purpose of administration of this promotion only except where a participant has opted-in to receive future communications from Galderma (UK) Ltd or other associated companies. Other than as required by law, Galderma(UK) Ltd will not disclose participant information to any third party without express permission from the participant.
18. The Promoter reserves the right to verify any application including but not limited to asking for address and identity details (which they must provide within 14 days) and to refuse to award a claim where there are reasonable grounds to believe there has been a breach of these terms and conditions or any instruction forming part of this promotion or where abuse is suspected. The Promoter will be the final arbiter in any decisions.

PROMOTER: Galderma (UK) Ltd. Registered in England No.715401

Reg. Office: Meridien House, 69-71 Clarendon Road, Watford, Herts. WD17 1DS