

## Terms and Conditions

### On pack:

### Sticker



### **MONEY-BACK GUARANTEE** **Terms and Conditions**

1. The guarantee is applicable to UK, British Islands & Republic of Ireland residents only, excluding employees of L'Oréal (UK) Limited, participating hair salons owners, employees, their immediate families or anyone connected with the promotion.
2. If you are not satisfied that the result obtained from using the Intra Force restorative cleanser, nourishing toner and stimulating treatment together (from either Kit 1 or 2) within 4 weeks of purchase is thicker, fuller looking hair in just 30 days, Redken will refund you the actual price paid in accordance with these terms and conditions.
3. Purchase period for refunds 1<sup>st</sup> March 2011 to 31<sup>st</sup> march 2012. Refund requests must be sent at least 4 weeks after purchase. Refund requests are valid up to 3 months after purchase date.
4. To obtain your refund complete your details on the form below, with a statement no less than 15 words long of why you are dissatisfied with the result and send to: Redken MBG, P.O. Box 1079, Hemel Hempstead, HP1 1GY. Claims must include the original valid receipt from a professional salon of Redken showing the date of your purchase of either Kit 1 or 2 of the Intra Force range together with empty bottles of each Promotional Product (3 bottles per kit) or bottles containing no more than 25% of the unused Promotional Product within the 2 Intra Force Kits only.

5. Submissions for refunds which do not include the items listed in 4 above will be rejected and these items will not be returned. Photocopied, illegible or defaced receipts will not be accepted.
6. Submissions for refunds must be received on or before 30<sup>th</sup> June 2012 and forms received after this date will be rejected.
7. 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.
8. Redken will refund the actual purchase price paid for a maximum of 2 Intra Force kits purchased, as evidenced by the receipt provided, by cheque.
9. Redken will be responsible for the postage cost of sending the refund to you, but you will be responsible for all other costs associated with the refund process.
10. Redken will use reasonable endeavours to provide refunds within 28 days of receipt of a completed form together with the items listed in point 4 above.
11. Only one refund is available per household.
12. This money back guarantee does not affect your statutory rights.
13. Redken 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.
14. By submitting a refund request you will be deemed to be bound by and have accepted these terms and conditions.
15. English law applies and the English courts shall have exclusive jurisdiction over any proceedings in connection with this promotion.

Promoter: Redken, 255 Hammersmith Road, London, W6 8AZ **(Please do not send any applications to this address.)**

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#### Your Details

Name:

Address:

Reasons for dissatisfaction (15 words minimum):

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Please write the cheque payee name in capitals:

I have read and accepted the Terms and Conditions