

FAQ

MY ACCOUNT

You can use your "My Account" page to keep your personal information up to date, view details of your orders, track deliveries, print your invoices and complete online returns and cancellation slips.

HOW DO I CREATE MY ACCOUNT ?

Please follow the steps below:

1. Click on "my account"
2. On the login page, enter your email address and a password
Passwords must be at least 8 characters long and must contain an uppercase letter and a special character
3. Click on "create my account" to complete the process You will receive an email confirming the creation of your account. You will need to enter your email address and password to log in and place a secure order in our eShop.

HOW DO I LOG INTO MY ACCOUNT ?

Please follow the steps below:

1. Click on "My account"
 2. On the login page, enter your email address and password
 3. Click on "log in" to access your account
- If you fail to sign out of your session, you will remain logged in.

HOW DO I CHANGE MY PERSONAL INFORMATION (PASSWORD, DELIVERY ADDRESS, ETC.) ?

By logging into your account and clicking on "My personal information" you can:

- change your email address
- change your password
- update your personal information

To change your delivery and/or billing address(es), click on "My address book", select the relevant address and click on "Change".

WHAT DO I DO IF MY EMAIL ADDRESS ALREADY EXISTS ?

This means that you have already set up an account with this address. If you cannot remember your password, you should click on "Forgotten password" and then enter your email address. You will then receive an immediate email containing a link to reset your password. If you do not receive this email, please check your spam folder.
If you still cannot find it, please contact Customer Services directly.

HOW DO I RETRIEVE/CHANGE MY PASSWORD ?

If you cannot remember your password, please click on "Forgotten password" on the login page and then enter your email address. You will then receive an email containing a link to reset your password. To change your password, simply go to the "My personal information" section when logged into your account, click on "Change my password" and then enter your old and new passwords in the appropriate fields.

MY WISH LIST

You can use your wish list to select an item or items which you would like to buy at a later stage or to share them with friends via email or social networks. Please note: the wish list function only allows you to preselect an item or items. It cannot be used to reserve items.

HOW DO I CREATE MY WISH LIST ?

To add an item to your wish list, you must first log into your account. Then simply go to the product page, select the size required and click on the "Add to my wish list" button.

To view your full wish list, click on "My wish list" on your "My Account" page.

Items which are not yet available and marked "coming soon" can also be added to your wish list. We will email you on the first day that the item(s) go on sale.

HOW DO I SHARE MY WISH LIST ?

Simply click on the "Send my wish list to a friend" button and enter his or her email address.

HOW DO I ADD MY WISH LIST TO MY BASKET ?

Simply click on the "Add all items to basket" button. Items which are out of stock will not be added to your basket.

NEWSLETTERS

HOW DO I SUBSCRIBE TO YOUR NEWSLETTERS ?

Simply enter your email address in the "Newsletter" box or tick the Newsletter subscription box in the "My personal information" section. As soon as you have an account, you will start to receive all our emails with details of new products, private sales, etc.

HOW DO I UNSUBSCRIBE FROM YOUR NEWSLETTERS ?

To unsubscribe, log into your account and click on "My personal information" and then uncheck the Newsletter subscription box. You can also use the unsubscribe link at the bottom of our Newsletters. You will be unsubscribed immediately. From then on, you will receive no further emails (including invitations to private sales) from us.

PRODUCTS

HOW DO I FIND OUT IF AN ITEM IS AVAILABLE ?

When an item is temporarily unavailable through our eShop, the product page is visible but the sizes are greyed out and cannot be selected. This means that we are out of stock. Please contact Customer Services if you wish to check availability in one of our stores.

SIZE GUIDE

To ensure the best fit, please consult the size guide on each product page.

HOW DO I FIND THE COMPOSITION AND CARE INSTRUCTIONS FOR A PARTICULAR ITEM ?

You will find the composition and care instructions on the product page. Please note that if you fail to respect these instructions, we will be unable to issue a refund the product.

IF I LOSE A BUTTON, CAN YOU GET ME A REPLACEMENT ?

We will do our best to help you. Please contact our Customer Services department.

WHAT DO I DO IF MY PRODUCT IS FAULTY ?

Please use our contact form to contact our Customer Services department and, if possible, attach a photo of the item in question with a note explaining the nature of the fault. We will carry out an initial assessment with our Quality Control Department and we will get back to you to tell you what to do next.

ORDERS

WHAT DO I DO IF I CANNOT ADD AN ITEM TO MY BASKET ?

Check that the item you wish to order is still available: if the size is greyed out, this means that the size is no longer available and so you cannot add it to your basket.

CAN I CHANGE OR CANCEL MY ORDER ?

Once your order is confirmed, you have one hour to change your address or cancel your order during customer service opening times (Monday-Friday 9am-6pm, exc. bank holidays in France). No other changes are possible.

We cannot add any further items to an order which has already been paid for.

HOW DO I USE MY DISCOUNT CODE ?

Enter the code in the "Enter your discount code" field and then click on "OK". When the code is accepted, a message appears and your order is automatically updated. You can enter several consecutive codes if the offers can be used cumulatively.

WHAT DO I DO IF I HAVEN'T RECEIVED AN EMAIL CONFIRMING MY REGISTRATION, ORDER, ETC. ?

Firstly, we suggest that you check your junk and spam folders. If you still cannot find the confirmation email, you can check if the order appears on your account. Please contact Customer Services for assistance.

PAYMENT

IS ONLINE PAYMENT SECURE ?

Transactions are secured by Adyen, the leading European internet payment service, which enables you to make fully secure purchases through secure connections (https). The payment is processed securely and your bank details are encrypted thanks to the SSL protocol. So at no stage do we have access to your bank details as they are not stored on our website.

SCAM WEBSITES

We are sorry to inform you that there are more and more scam websites pretending to sell our Comptoir des Cotonniers products from past and current collections. The websites use our logos and images and sell fake products with links and scam promotions that can cause confusion. Please be careful and check things like the host's email address and T&Cs on the website you're browsing before you buy anything.

If you visit a scam website, do not share any personal data or bank details and do not download any documents.

Please note, our legal and official Comptoir des Cotonniers websites are:

- Comptoirdescotonniers.com

- Comptoirdescotonniers.es
- Comptoirdescotonniers.de
- Comptoirdescotonniers.eu

Got a question? Please send us the website details using our contact form.

WHICH PAYMENT METHODS DO WE ACCEPT?

You can pay by debit card, Visa, Mastercard or American Express. You can save one or more cards so you just have to enter your CVC for future transactions. Comptoir des Cotonniers also provides the following payment options:

- Paypal
- Google pay
- Apple pay
- Klarna for payments in instalments

These secure payment methods enable you to pay online without having to enter your card number. All you need is an email address and password.

WHAT IS KLARNA ?

Comptoir des Cotonniers works with Klarna to provide the following payment solutions:

France: 3 interest-free instalments (Pay in 3)

Spain: 3 interest-free instalments (Pay in 3)

Austria: Pay in 30 Days, Pay Now, Fair Financing (6-24 months) = Payment with interest for the client

Germany: Pay in 30 Days, Pay Now, Fair Financing (6-24 months) = Payment with interest for the client

Italy: 3 interest-free instalments (Pay in 3)

Portugal: 3 interest-free instalments (Pay in 3)

Belgium: Pay in 30 Days, Pay Now

UK: Pay in 3, Pay in 30 Days, Fair Financing (6-24 months)

Netherlands: Pay in 3, Pay in 30 Days

Switzerland: Pay in 30 Days

Sweden, Norway, Denmark, Finland: Pay in 3, Pay in 30 Days, Fair Financing (6-24 months)

Please click [here](#) to view Klarna FAQs.

Klarna is not currently available in the following countries: Luxembourg, Malta, Monaco, Slovakia, Slovenia, Hungary.

HOW DOES KLARNA WORK ?

Step 1: Add items to your basket and select «Klarna» when you want to pay for your order.

Step 2: Create a Klarna account by entering your personal information or enter your user information if you already have a Klarna account. Please read and agree to the Klarna payment terms and conditions.

Step 3: Klarna will send you a confirmation email and you can manage your Comptoir des Cotonniers orders and payments using the Klarna app.

Please click [here](#) to view Klarna FAQs.

WHAT IF YOU WANT TO CANCEL OR RETURN AN ORDER YOU'VE PAID FOR USING KLARNA ?

If you cancel or return your order in full, Klarna will cancel any scheduled payments and refund you upon receipt of confirmation of the cancellation or return. If you cancel or return some of your order, Klarna will inform you of your refund date and due payments.

Please click [here](#) to find out how Klarna handles refunds.

ARE GIFT CARDS BOUGHT ONLINE VALID FOR USE IN YOUR STORES ?

A gift card purchased online can be used on the Site and in our Boutiques with the exception of our boutiques in Switzerland.

HOW DO I USE MY EGIFT CARD ?

On the payment page, you have the option of paying with your eGift card(s).

To do this, enter the code for each eGift card (these details are sent to you by email when the eGift card is created). If your order exceeds the value of the e-card, you will have to pay the difference using a payment method of your choice. The e-card can be used on several occasions until the entire value has been redeemed, within a period of validity of one year from the date of the email confirming the issue of the e-card.

Please note: eGift cards do not appear on your "My account" page. If you have forgotten your remaining balance, please contact our Customer Services department.

******The Comptoir des Cotonniers e-gift card is available for any amount between 20€ and 999€ inc. VAT. It is only available to use on www.comptoirdescotonniers.com. The e-gift card recipient must create a customer account to be able to use it. The e-gift card is not named. The recipient is solely responsible for use of the e-gift card. No replacements or refunds apply if the e-gift card is lost, stolen or the expiry date is exceeded. The customer will be asked to provide the e-gift card recipient's email address when they place the order. The customer has the option to write a personal message which will appear virtually in the e-gift card. The recipient will receive an email once the e-gift card order has been confirmed. The email includes the e-gift card stating the amount and expiry date along with a code to use on the website. The code is activated upon receipt of the customer's order confirmation email which means the recipient can use it immediately.

E-gift card terms of use. The e-gift card is valid for one year on the www.comptoirdescotonniers.com website starting from the date the e-gift card email was sent. After this date, it can no longer be used on the website. Should the recipient's order exceed the value of the e-gift card, they must pay the difference through the payment method of their choice. The e-gift card can be used several times until the total amount has been used, within the aforementioned period. Several e-gift cards cannot be used on one order: only one gift card per order. The e-gift card amount will be applied to the order total including VAT and delivery charges. Should the recipient wish to return goods paid for using an e-gift card, as per the terms outlined in article 8 of the Terms of Sale on the Comptoir des Cotonniers website, they can either exchange the goods or get a new gift card but they cannot be refunded the price of the goods. The aforementioned Terms of Sale apply to e-gift cards, with the exception of terms regarding the refund of the aforementioned goods and article 7 of the Terms of Sale which only applies if the e-gift card has not been used, even in part. Should the e-gift card be used in full or in part, no right to withdraw or refund of any kind for the goods applies. Should any of these terms contradict the Terms of Sale, these terms apply.

WHEN WILL MY PAYMENT BE DEBITED FROM MY BANK ACCOUNT ?

Your credit card or PayPal account will be debited as soon as your order is confirmed.

DELIVERY

WHERE DO WE DELIVER?

The products sold on the website are only available for delivery to the following countries:

mainland France, Germany, Belgium, Denmark, Spain, Finland, Hungary, Ireland, Iceland, Italy, Luxembourg, Monaco, Netherlands, Poland, Portugal, Czech Republic, Slovakia, Slovenia, Sweden. We do not deliver to the following destinations for customs reasons: French Overseas Departments or Territories, Overseas France, Andorra, Büsingen and Heligoland (Germany), Faroe Islands and Greenland (Denmark), Canary Islands, Ceuta and Melilla (Spain), Aland Islands (Finland), Mount Athos (Greece), Campione d'Italia, Livigno, San Marino and the Vatican (Italy), Jersey and Guernsey (United Kingdom), Croatia.

WHAT ARE YOUR DELIVERY METHODS ?

You can choose from standard delivery by Colissimo for deliveries in metropolitan France and abroad or express delivery by Chronopost (in France only).

WHAT ARE YOUR DELIVERY TIMES ?

Orders placed over the weekend are processed on Monday.

In France, Colissimo deliveries should reach you within 2-5 working days of dispatch (Monday to Saturday, excluding public holidays).

Orders for destinations outside France are delivered by Colissimo International. This service guarantees delivery within 5-10 working days of dispatch (Monday to Saturday, excluding public holidays).

Chronopost guarantees delivery to destinations in France within 24 hours for orders placed before 12 noon (Monday to Saturday, excluding public holidays).

You will receive an email confirming that your order has been dispatched along with a tracking number.

A signature is required upon delivery.

IS THERE A DELIVERY CHARGE ?

Home delivery is free from 80€ of purchase.

For orders less than €80 (excluding exceptional offers) the delivery costs are €9.95.

Is it possible to change my delivery address after I placed my order ?

For technical reasons, it is unfortunately not possible to change your delivery address once the order has been placed.

HOW DO I TRACK MY PARCEL ?

In your order confirmation email, you will find a tracking number and a link to the carrier's website where you can track your parcel. You can also track your order directly from the "My orders" section of your account. Click on the relevant order number and you will be taken directly to the carrier's parcel tracking number.

WHAT HAPPENS IF I'M NOT IN WHEN MY ORDER IS DELIVERED ?

The carrier will leave an attempted delivery card in your letterbox. You can then collect your parcel from your post office or a Chronopost depot in France. On the card, you will find an internet link which you can use to select a new delivery date or address. Alternatively, whether you have an attempted delivery card or not, you can go straight to your post office or the Chronopost depot (in France) with the tracking number and some form of identification. Please note: if your parcel remains undelivered after 10 days, it will be returned to our warehouse and our Customer Services department will contact you.

WHAT HAPPENS IF I DO NOT RECEIVE MY PARCEL ?

Firstly, you can check that your order has been dispatched using the parcel tracking number which appears in your confirmation email or on your account page. Please contact our Customer Services department quoting your order number and tracking number so we can investigate the matter with the carrier.

RETURNS

NB: Please request a return on our website and not our mobile app.

Any returns must be unworn, unmodified, unwashed and returned in their original undamaged packaging with their original tags. Returns will not be accepted if the items are incomplete, damaged, worn or soiled.

If ordering as a guest, and for any return request, please contact customer service on +33 0 1 43 12 04 44.

EXCHANGES AND REFUNDS

Upon presentation of proof of purchase, Comptoir des Cotonniers gives Clients a total of thirty (30) calendar days from the date they receive the products to exchange all or some of their order in-store (excluding stores in Italy or factory stores) or Comptoir de Cotonniers concessions in UNIQLO stores, for products of equal or greater value.

OUTLET products cannot be exchanged in-store.

If you ordered as a guest and would like to make a return, please contact customer service +33 1 43 12 04 04.

REFUNDS:

No refunds available in-store. Once the products arrive in the warehouse and have been checked by Comptoir des Cotonniers, the Client will be refunded using their chosen payment method minus the cost of the re-invoiced prepaid label where applicable. The refund will be processed within thirty (30) calendar days of the date Comptoir des Cotonniers receives the Products.

HOW LONG IS THE RETURNS PERIOD ?

You have a total of thirty (30) calendar days from the date you receive the products to exchange all or some of the items that you are not satisfied with to exchange them in-store or at Comptoir des Cotonniers concessions in UNIQLO stores, or or return the product/s to our warehouse for a refund.

In the event of unusual or suspicious returns, Comptoir des Cotonniers reserves the right to refuse the return and block future orders.

HOW TO RETURN AN ITEM ?

Please return your products to our warehouse at the following address:

Comptoir des Cotonniers
SAV e-boutique
ZAC Eurocentre
101 Av. de l'Europe - Bât B
31620 Castelnau d'Estretfonds
FRANCE

Comptoir des Cotonniers shall not be held responsible for any loss or damage during shipment unless the Client uses the prepaid label. We recommend the Client uses a recorded delivery service. The Client must contact the courier direct in the event of loss or damage during shipment.

Comptoir des Cotonniers cannot process the return if the items are not delivered to our warehouse.

In the event of placing an order with a promotional code with a discount that applies when a certain number of items are bought in a single transaction, any returns shall void the discount if the number of items required to apply the discount is no longer met. The refund shall reflect that the discount no longer applies.

WHAT IF YOU CAN'T PRINT YOUR RETURNS FORM ?

Please contact customer service using the contact form if you have any issues.

HOW LONG DO RETURNS TAKE TO PROCESS? ?

You will receive an initial email to confirm receipt of your request to return an item followed by an email to confirm receipt of your return at our warehouse.

It takes up to 30 days to process but we shall try to handle your request within 72 hours of our warehouse receiving your return (outside sales periods).

ARE DELIVERY FEES REFUNDED FOR RETURNS?

You will only be refunded the delivery fees for your original order if you exercise your right of withdrawal within 14 days of the date you receive your package and if you return your order in full.

WHO PAYS RETURN FEES ?

The prepaid label available in the «Order history» section costs the Client a total of 2.95 Euros for orders delivered and returned to mainland France. Return fees are free for orders less than 2.95 Euros. Our clients are responsible for paying return fees for clients receiving deliveries and/or making returns outside mainland France and clients who do not use the re-invoiced prepaid label.

DO I HAVE TO RETURN THE ITEM IN THE ORIGINAL PACKAGING ?

Items should be returned in appropriate packaging. However, shoes should be returned in their box. Please do not use the box for posting items.

HOW DOES THE RIGHT OF WITHDRAWAL WORK?

You can exercise your right of withdrawal within fourteen (14) days of receiving your goods and return the purchased item/s without having to justify your reasons or pay penalties, as per the 2011/83/EU Directive dated 25 October 2011 as stated.

Any cancellation/withdrawal may be made by any means available, in particular:

- call 09 69 39 29 22 (from France) or + 33 1 43 12 04 04 (from abroad), Monday-Friday 9am-6pm

- click the link to complete the cancellation form

Please return the cancellation form as per the instructions on the form.

HOW TO CONTACT US

Our dedicated eShop Customer Services department is open 9am - 6 pm Monday to Friday (except public holidays).

You can contact us via our contact form, call us on +33 1 43 12 04 44 (calls charged at local rate) or

write to us at the following address:

Comptoir des Cotonniers

eShop Customer Services

151 Rue Saint Honoré

75001 PARIS

FRANCE

