

PURCHASE POLICY
<https://www.neurae.com/en-CA/>

Last updated on April 2024

This Purchase Policy (together with the Terms of Use and Privacy Policy, which are hereby incorporated by reference) applies to any order or purchase of a product made by you (“purchaser” or “you”) on [<https://www.neurae.com/en-CA/>] (“Site”) and is a binding agreement between you and **Sisley Cosmetics USA Inc.** (the “Company”, “we”, “us” or “our”).

PLEASE REVIEW THIS PURCHASE POLICY CAREFULLY. BY PURCHASING PRODUCTS ON THIS WEBSITE, YOU AGREE TO BE BOUND BY THIS PURCHASE POLICY. IF YOU DO NOT AGREE WITH THIS PURCHASE POLICY, DO NOT PROCEED WITH YOUR PURCHASE.

1. ORDERS

1.1. The various stages of the order are as follows:

1.1.1. Order on the Site

Prior to placing an order on the Site, the purchaser shall create a personal user account.

The purchaser selects the product(s) of his/her choice and adds it/them under the heading “Your Basket”. He/she can check the details of the planned purchase and change them at any time.

The purchaser must then confirm his/her details, billing address, location and form of delivery and the selected payment method. The purchaser carefully reads and confirms the order at each stage of the order process.

When the purchaser confirms his/her order by clicking on the “Confirm your payment” icon, he/she is deemed to have accepted the contents and conditions of the order, the prices, characteristics, quantities and delivery deadlines for the ordered products. The order cannot be amended or cancelled by the purchaser after the purchaser has confirmed payment.

1.2. Order confirmation

Immediately after you have successfully placed your order, you will receive an e-mail that contains information regarding the details of your order. The order confirmation is your receipt that can be printed for your records. The order confirmation e-mail includes your order number, the details of the products and corresponding prices, your ship-to and bill-to information, and the shipping method. Receipt of the order confirmation e-mail does not mean that your order has been accepted. Acceptance of your order occurs only when we have tendered the products to the carrier for delivery.

You may track the status of the order and download your invoice in the “Your Account” section on the Site.

Important information: The presentation of products on the Site does not constitute a binding offer from us. We reserve the right, at our sole discretion, with or without prior notice, to limit the order quantity on any product purchase and/or to refuse service to any customer.

2. PRICES

The prices of products displayed on the Site are quoted in Canadian Dollars, are valid and effective only in Canada and are exclusive of shipping charges, the amount of which depends on the delivery option you select.

If a product's price is incorrectly displayed on the Site, we reserve the right to cancel your order.

3. PAYMENT CONDITIONS

3.1. Sales Tax

We charge the appropriate state and local sales tax based on the delivery address of your order. Sales tax will apply on the shipping and handling charges, if applicable.

3.2. Payment Processing

Your card will be debited within 5 days from the date of order.

3.3. Payment Method

You must submit your card number, the expiration date and the security code (digit number on the back of the card). All transactions are encrypted for your safety. Although we try to maintain the security of the Site, we do not guarantee that the Site will be secure. We are not liable for any misuse of information by third parties.

We accept only the following payment methods (all other forms of payment are not accepted):

- [- Visa**
- MasterCard**
- American Express**
- Discover**
- Apple Pay**
- Google Pay**
- Klarna*]**

*Click here to learn more about *Klarna*

Important information: For all orders, you must have both a shipping address and credit card billing address within Canada. We do not accept credit cards with billing addresses outside Canada. For your security, your billing name and address must match that of the credit card used for payment. We reserve the right to cancel any order that does not match these criteria.

4. SHIPPING AND DELIVERY

4.1. Shipping

We will make every effort to deliver the products within the time period indicated on the Site and in any event within thirty (30) days of order confirmation. Nevertheless, delivery times are estimates only and we shall not be liable for late delivery. If we are unable to deliver the products to you within said thirty (30) day period, we will refund any sums paid by you unless you consent to late delivery.

4.2. Delivery procedure

When ordering, you may choose the most convenient delivery method offered on the Site and, if required, provide clear delivery instructions if the delivery address is difficult to locate or access.

[We only ship orders to Canada, excluding the regions of Yukon Territory, Northwest Territories, Nunavut, Newfoundland & Labrador.]

4.3. Delivery deadlines

The delivery time of the products will depend on the option you select when placing your order. In the event that products are returned to NEURAE because the purchaser did not accept delivery, the purchaser shall be reimbursed for the amount of the order, after deduction of shipping charges.

Express Shipping guaranteed for all orders placed by 2PM EST. Subject to payment processing and approval and product availability.

4.4. Verification of the order on receipt

The purchaser should check the condition of the products upon delivery. It is normal that there will be some wear to the packing materials. If the purchaser has any concerns regarding the condition of the products or if any products are missing from the order or are incorrect or damaged, the purchaser should inform the carrier or, if this is not possible, should notify the Company's Customer Service Team using the contact details provided below as soon as possible. Please retain the shipping box, packing materials and any damaged products.

Risk of loss, damage and theft of the products passes to the purchaser upon delivery.

5. RETURN OF PRODUCTS: 30 DAYS GUARANTEE

5.1. Return of Products

The purchaser may return all or a part of its order within 30 days of receiving it. To return a product, the purchaser shall contact the Company's Service Team using the contact details provided below with the order number in the subject line, in order to obtain a return label. Purchaser can also complete the online return form, available in the "Your Product Returns" section, under the heading "Your Account".

Purchaser shall include a copy of the paper return form, together with the unopened product, in its original packaging.

The purchaser can check the status of the return online by consulting the section "My Returns" under the heading "My Account". For reasons of hygiene, cosmetic products must be returned in their complete and original packaging, intact and in perfect condition for resale. If the products have been opened they are unsuitable for future sale. Consequently, any product which has been opened or damaged or the original packaging of which was damaged, shall not be refunded, accepted or exchanged.

5.2. Reimbursement conditions for relevant products

Any return accepted by the Company shall entail the refund of the relevant products, as well as the standard shipping costs (except in the case of a partial return) within a maximum period of 30 days from the qualitative and quantitative verification of the returned products.

The costs of returning the product are the responsibility of the purchaser: packages sent postage due or cash on delivery (COD) shall not be accepted.

Unaccepted products shall be returned carriage forward to the purchaser.

5.3. Gifts with Purchase

When returning orders in full, free gifts must also be returned. No refund of any kind will be issued until the free gift is received.

6. CUSTOMER SERVICE

For any information, questions or advice on the order or the products, the Company's Customer Service may be contacted:

- through the "Contact form" section of the Website
- by e-mail to the address: CustomerCareCA@neurae.com
- by mail, writing to the following address: SISLEY Attn. Customer Service Neurae, 360 Lexington Avenue, 19th Floor. New York, NY 10017