

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

Last updated on April 2024

1. NOTICE OF ARBITRATION PROVISIONS

Your use of our Site is subject to binding individual arbitration of any disputes which may arise, as provided in Paragraph 10.2 of the Terms of Use. Please read the arbitration provisions carefully and do not use our Site if you are unwilling to arbitrate any disputes you may have with us (including without limitation any disputes relating to this Purchase Policy) as provided in the Terms of Use.

2. ORDERS

The various stages of the order are as follows:

- **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.

- **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 ship 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.

3. PRICES

The prices of products displayed on the Site are quoted in U.S. Dollars, are valid and effective only in the United States, (including Alaska, Hawaii, Puerto Rico and the US Virgin Islands) 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.

4. PAYMENT CONDITIONS

4.1. 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.

4.2. Payment Processing

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

4.3. 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.

Accepted Payment Methods:

- Visa
- MasterCard
- American Express
- *Klarna**

[*Click here to learn more about Klarna](#)

Important information: We do not accept credit cards with billing addresses outside the U.S. 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.

5. SHIPPING AND DELIVERY

5.1. 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.

5.2. Delivery procedure

We ship only to the United States, including Alaska, Hawaii, Puerto Rico and US Virgin Islands, but excluding other U.S. territories or possessions.

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.

5.3. 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 the Company because the purchaser did not accept delivery, the purchaser shall be reimbursed for the amount of the order, after deduction of shipping charges.

5.4. 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 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.

6. RETURN OF PRODUCTS: 30 DAYS GUARANTEE

6.1. 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 complete the online return form, available in the "Your Product Returns" section, under the heading "Your Account" or the paper return form included in your package and send the unopened product, in its original packaging along with a copy of return form to following address:

SISLEY
Attn: Returns Department
Neurae Paris
SOC
15 Starr Road
Danbury, CT 06810

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 (skincare products, perfumes and make-up) 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.

Please retain the tracking number of your return package for your records. The Company is not responsible for return packages that are not received at our office.

6.2. 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 COD shall not be accepted.

Unaccepted products shall be returned carriage forward to the purchaser.

6.3. 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.

7. 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: CustomerCareUS@neurae.com
- by mail, writing to the following address: SISLEY Attn. Customer Service Neurae, 360 Lexington Avenue, 19th Floor. New York, NY 10017