

L'ORÉAL

PARTNER SHOP

USER GUIDE

*How to
use the 'Shop by Shade'
feature*



Table of Contents

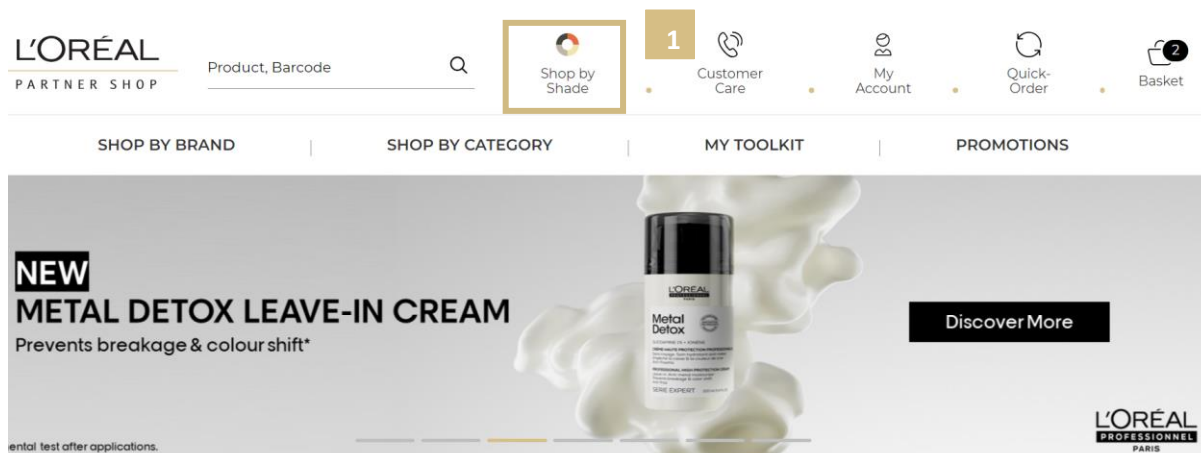
Searching by ‘Shop by Shade’?	3
01 — Adjust the criteria to find your shade	3
02 — Add to cart and finalise your order	5

Searching by 'Shop by Shade'?

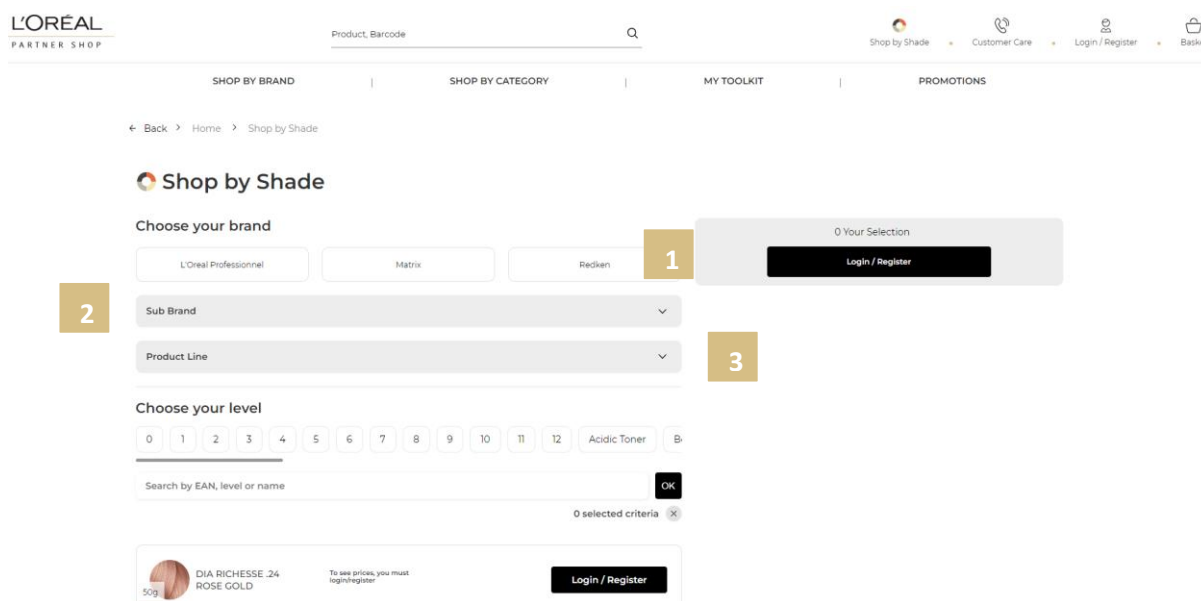
L'Oréal Partner Shop has made it seamless for you shop for your shades with ease. Our 'Shop by Shade' feature enables you to shop by brand, sub-brand and colour level, so you can save time online.

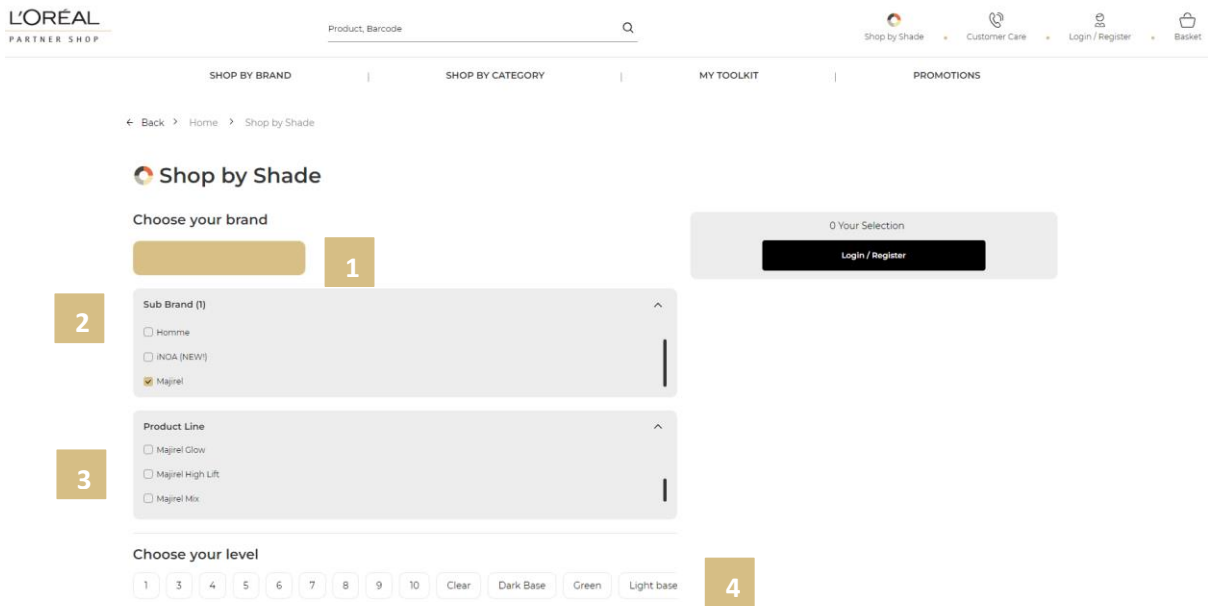
01 — Adjust the criteria to find your shade

In the navigation menu, select 'Shop by Shade' to be directed to the Shade finder page (1).



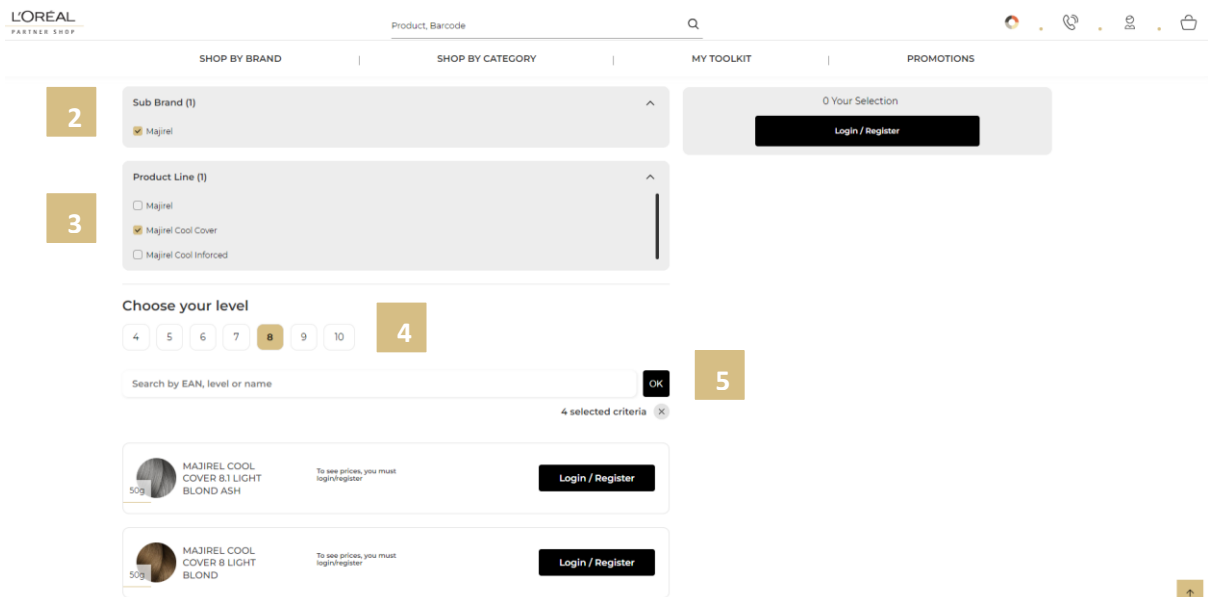
Once you arrive on the landing page, you will notice multiple criteria selections to filter for your preferred shade.





Note the following:

- 1) Choose your brand – select the relevant brand associated with the colour you would like to purchase i.e L’Oréal Professionnel, Matrix or Redken.
- 2) Choose a Sub-Brand – select the relevant collection under the brand i.e L’Oreal Professionnel; Majirel, Homme, iNOA, etc.
- 3) Product line - Narrow down the criteria by selecting the colour range specificities i.e Majirel; Cool cover, High Lift, Majirouge, etc.
- 4) Choose your level – Select your colour level i.e 4, 5, 6, 7, etc.
- 5) Search by EAN, Level or name – if your desired product does not appear, you can search for a specific product by EAN or product name.



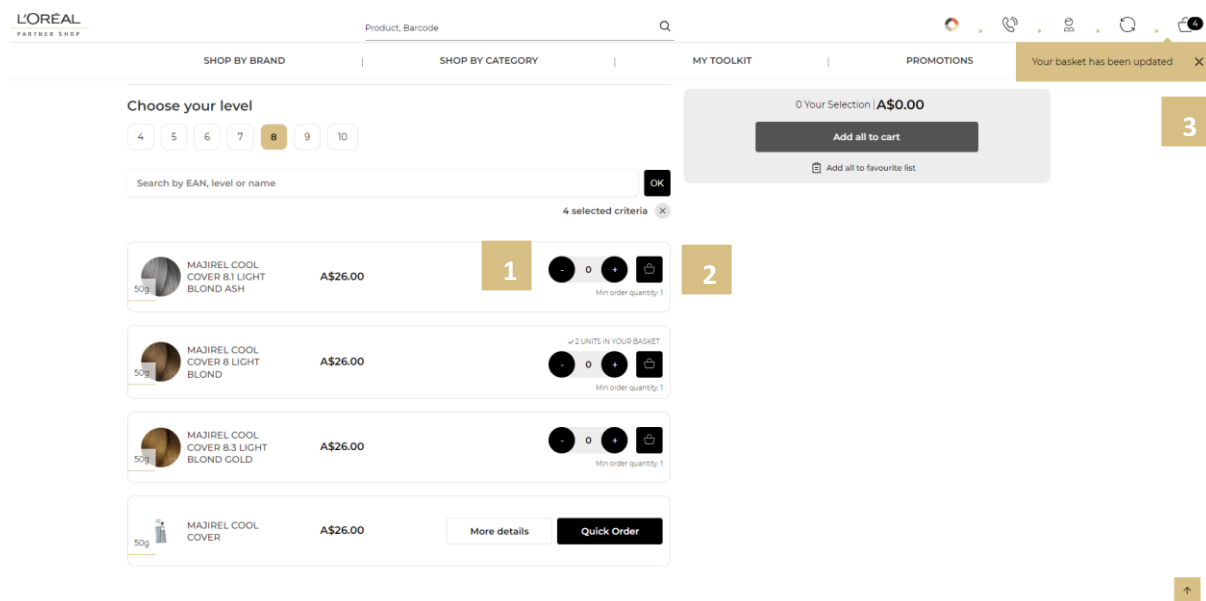
Once you finalise your selection, products relevant to your criteria should appear. You can add these products directly to your cart.

02 — Add to cart and finalise your order

For a seamless shopping experience, you can select your products, adjust the quantities, and add products to your cart from the 'Shop by Shade' page.

To select your products, select the + or – to adjust the number of quantities your wish to order (1).

Once you are satisfied with the number of quantities you have, select 'Add to cart' (2). Note the increased number of quantities added to your existing cart in the top right-hand corner of your screen (3).



To checkout, click the basket icon on the top right side of the navigational banner



This will take you to the checkout landing page.

The features of this landing page include:

- 1) Total value of basket listed at the top
- 2) The individual products sorted by brand and listed on the cart page
- 3) If you have any automatic promotions in your basket, you will see complimentary products listed in the cart page
- 4) A button where you can apply any promo/coupon code
- 5) A price breakdown including shipping/GST/handling and total
- 6) A button labelled 'Checkout' to click to checkout your basket of products
- 7) A 'Clear Basket' button to click to remove all products from basket

SHOP BY BRAND | SHOP BY CATEGORY | MY TOOLKIT | PROMOTIONS

My Basket (4) : A\$52.23 excluding GST **1** **7** [Clear Basket](#) **Checkout**

Delivery #1/1 available starting 5 Apr 2023

MATRIX **A\$52.23**

2

	All In One Oil 89mL MATRIX All In One Oil 884486497277	A\$17.41	- 3 +	A\$52.23	
	All In One Oil 89mL MATRIX All In One Oil 884486497277	A\$17.41 A\$0.00	Qty 1	Complimentary	3

Promo Code
Enter promo code **Apply** **4**

4 products in your basket

Your Price	A\$69.64
Promotional discount	-A\$17.41
Total ex GST	A\$52.23
Handling Fee	A\$10.00
Standard Shipping	A\$16.00
Estimated GST	A\$7.82

Order Total
A\$86.05

Checkout **6**

Note: If you have a promotion in your basket which allows your salon to pick and choose complimentary products, instead of a 'Checkout' button you will see a button that reads "Go To Bonus Product Selection".

My Basket (1) : A\$182.44 excluding GST **1** [Clear Basket](#) **3** **Go to bonus product selection** **4**

Delivery #1/1 available starting 16 May 2023

MATRIX **A\$182.44**

	Strength Recovery Small Bundle Matrix	A\$182.44	- 1 +	A\$182.44	
--	--	-----------	-------	-----------	--

Promo Code
Enter promo code **Apply**

1 product in your basket

Your Price	A\$182.44
Total ex GST	A\$182.44
Handling Fee	A\$10.00
Standard Shipping	A\$0.00
Estimated GST	A\$19.24

Order Total
A\$211.68

Go to bonus product selection **2**

The bonus product selection landing page will show a list of all complimentary products available with the promotion. Here you can choose what bonus products you would like and their quantity **(1)**. Alternatively, you can opt out of any complementary product all together **(2)**.

Once completed, click 'checkout' to proceed as normal **(3)**.

Thank you I don't wish to receive the bonus product

2

1

3

Total ex GST	A\$182.44
Handling Fee	A\$10.00
Shipping	A\$0.00
GST	A\$19.24
Order Total	A\$211.68
Checkout	

STRENGTHRECOVERY DEEP TREATMENT
100mL
Matrix
StrengthRecovery
3474637103538
Complimentary
0
1 max

STRENGTHRECOVERY DUO 2X7ML SACHET
2 x 7mL
Matrix
StrengthRecovery
884486496766
Complimentary
0
10 max

STRENGTHRECOVERY REPAIRING SPRAY
232mL
Matrix
StrengthRecovery
Complimentary
0
1 max

The next page you will land on is the shipping section. In this section you can opt for standard delivery (1) or flexible delivery (2). With flexible delivery you can select a forward date to receive your order.

To update your delivery address, you must contact customer care.

Click on 'Go To Payment' to pay and confirm your order (3).

1

2

3

STANDARD SHIPPING_A001 ESTIMATED DELIVERY DATE 16 MAY 2023
MELBOURNE WH A\$16.00

FLEXIBLE DELIVERY DATE
Choose your preferred delivery date up to 28 days in advance
16/05/2023 A\$16.00

Handling fee A\$10.00
Shipping fee A\$16.00 Complimentary
open p

May 2023
Sun Mon Tue Wed Thu Fri Sat
15 16 17 18 19 20
22 23 24 25 26 27
29 30 31 1 2 3
4 5 6 7 8 9 10

A\$211.68
Including GST: A\$19.24

Go to Payment

Once the order has been completed you can follow the online order at any time via linked automated emails that are sent to the email address on file on your account.

Examples of emails include - Order summary (1), Order Status (2) and Order Cancellation (3).

<p>CUSTOMER ID AU-0000</p> <p>1</p> <p>ORDER NUMBER AUPO00000501</p> <p>View your order</p> <p>SHIPPING METHOD Standard Shipping_A001</p> <p>Expected Delivery Date 22/03/2023</p> <hr/> <table border="0"> <tr> <td>KERASTASE</td> <td style="text-align: right;">A\$133.18</td> </tr> <tr> <td>KERASTASE Blond Absolu Cicaflash Fondant - 1 Litre 3474636692385</td> <td style="text-align: right;">A\$71.12 Qty: 2</td> </tr> <tr> <td>KERASTASE Tester: Blond Absolu Night Serum - 90mL 9315341045711</td> <td style="text-align: right;">A\$62.06 Qty: 2</td> </tr> </table> <hr/> <p style="text-align: center;">ORDER SUMMARY</p> <hr/> <table border="0"> <tr> <td>List Price:</td> <td style="text-align: right;">A\$482.40</td> </tr> <tr> <td>Your Price:</td> <td style="text-align: right;">A\$133.18</td> </tr> <tr> <td>Structural discount:</td> <td style="text-align: right;">-A\$49.22</td> </tr> <tr> <td>Handling fee:</td> <td style="text-align: right;">A\$10.00</td> </tr> <tr> <td>GST:</td> <td style="text-align: right;">A\$15.92</td> </tr> <tr> <td>Standard Shipping:</td> <td style="text-align: right;">A\$16.00</td> </tr> <tr> <td>Order Total:</td> <td style="text-align: right;">A\$175.10</td> </tr> </table>	KERASTASE	A\$133.18	KERASTASE Blond Absolu Cicaflash Fondant - 1 Litre 3474636692385	A\$71.12 Qty: 2	KERASTASE Tester: Blond Absolu Night Serum - 90mL 9315341045711	A\$62.06 Qty: 2	List Price:	A\$482.40	Your Price:	A\$133.18	Structural discount:	-A\$49.22	Handling fee:	A\$10.00	GST:	A\$15.92	Standard Shipping:	A\$16.00	Order Total:	A\$175.10	<p>2</p> <p><i>Your order is on its way!</i></p> <p>We have dispatched the order you placed on 14 Dec 2022.</p> <p>Your order is on its way to you If you would like to track your order please use the tracking link below.</p> <p>track my shipment</p>	<p>3</p> <p><i>Your order has been cancelled</i></p> <p>It can be because you requested a cancellation, or because the outstanding order is more than 30 days old, which will result in an automatic cancellation.</p> <p>If you need any support, please speak to your Business Partner, Live Chat with us on L'Oréal Partner Shop, or call us on 0800 0304 034.</p>
KERASTASE	A\$133.18																					
KERASTASE Blond Absolu Cicaflash Fondant - 1 Litre 3474636692385	A\$71.12 Qty: 2																					
KERASTASE Tester: Blond Absolu Night Serum - 90mL 9315341045711	A\$62.06 Qty: 2																					
List Price:	A\$482.40																					
Your Price:	A\$133.18																					
Structural discount:	-A\$49.22																					
Handling fee:	A\$10.00																					
GST:	A\$15.92																					
Standard Shipping:	A\$16.00																					
Order Total:	A\$175.10																					

If you have any questions about this user guide, do not hesitate to contact us by phone, by email or your personal contact via the 'Contact Us' form following this [link](#).