

Need Help ?

Create an account

You can create an account on the site only (link: "Create an account" this link can be found at the top of the page). After having created an account as a new customer, you will be given your client reference number.

Important:

Even if you are already a customer on another La Redoute website, you will be required to create a new account on laredoute.com. When using it for the first time, click on "Create an account". You will, then, be directed to a new page wherein you will be required to fill in the necessary information. You must have a valid e-mail address in order to successfully register yourself as it will be the preferred channel for communicating with you. Also, choose a password that you can easily remember. You will be prompted for the same each time you log in to the site.

Terms and Conditions of the Offer

Offers* : Our offers are never valid on discounted items.

Here is how to use your promo codes :

1. Place one or more items into your shopping bag
2. Type the promo code into the promotion code box at checkout, then click validate.
3. The discount will automatically be applied to your order, if eligible.
4. Continue shopping or begin checkout.

The amount of discount will be deducted from the amount of your order, in "My Basket". Offers are limited to one single use per customer account. Discount can be availed only once per order.

The offers are only valid on La Redoute.com.

Discount applies to merchandise only, not including taxes, if applicable. Your discount will be applied to your order based on the value of each item. If you return an item, we will credit you the retail price less the portion of the dollar discount applied to it. Not usable for cash.

If item(s) are returned, cancelled or exchanged and it brings your merchandise total below the offer's qualifying level, the offer's value will be deducted from your refund

Sales Conditions

Terms & Conditions www.laredoute.com
Second version, in force from 01/07/2011

PREAMBLE

This website www.laredoute.com (hereinafter the "Site") is operated by La Redoute SA, which is registered under the number FR20477180186.

Its registered office is situated at 57 rue de Banchemaille, 59100 ROUBAIX - FRANCE
Its intra-community VAT number is FR20477180186.

Hereinafter « LA REDOUTE ».

LA REDOUTE may be contacted by email at the following email address: « info@redoute.com ». The communications shall be made by writing either in French or in English or by telephone at 0041 848 848 718 (for English speakers) or at 0041 848 848 708 (for French speakers).

The website LA REDOUTE.COM is exclusively dedicated to persons who reside in a country where there is no existing La Redoute's dedicated website (for example laredoute.fr in France). In the event where such a website exists, the consumer who will browse through the LA REDOUTE.COM website will automatically be redirected to the dedicated website of his/her Country. Therefore, this consumer will not be able to place an order on the LAREDOUTE.COM website.

These Terms & Conditions (hereinafter the "Terms & Conditions") shall apply to orders placed on the Site by any natural person who is at least eighteen (18) years old, without business purposes (hereinafter the "User") wishing to make a purchase on the Site. The User and LA REDOUTE are hereinafter collectively referred to as the "Parties".

Parties agree that the Terms & Conditions govern exclusively their relationship. LA REDOUTE reserves itself the right to modify the Terms & Conditions at any time. The Parties shall only be bound by the Terms & Conditions which are online the day the order is placed.

LA REDOUTE strives to respect the possible Code of Conduct applicable in the User's country of residence. Therefore, if one of the selling terms is missing, it would be deemed to be governed by the Customary Practices in force in the mail order industry.

LA REDOUTE is a member of the "Associazione Nazionale di Vendita a Distanza". In this respect, it is also a member of EMOTA (European E-commerce and Mail Order Trade Association). It commits itself to comply with the Good Practices in the distance selling industry.

ARTICLE 1 – OBJECT

The Terms & Conditions aim to define the selling terms between LA REDOUTE and the User, from the order's placement until the after-sale services, through payment and delivery.

The Terms & Conditions are available in English, French and Polish depending on the User's choice.

ARTICLE 2 – PRODUCTS

The Terms & Conditions apply to products which are displayed and indicated as being sold and dispatched by LA REDOUTE (hereinafter the "Products").

Only the Products which are available on stock are offered.

The Products are described and displayed as accurately as possible. However, in the event of an error or omission, LA REDOUTE shall not be held liable.

Products' photographs are non-binding.

ARTICLE 3 - PRICES

Products' prices are displayed in Euros (€) and US Dollars (\$), inclusive of Value Added Tax at the rate in force the day the contract is concluded. They also include the possible price reductions applicable the day the order is placed.

This price does not include the delivery charges (shipping and packing costs according to the appropriate tariff).

These delivery costs (mentioned at Article 6) shall be indicated on the order form before the order's confirmation.

The order placed by the User who resides in a country outside the European Customs Union shall be subject to customs duties and/or taxes (this includes possible local taxes) which must be paid by the User. In such a case, the User shall only be charged by LA REDOUTE with the price of his/her order exclusive of tax.

Please note that LA REDOUTE is not capable of determining in advance the amount of these taxes. In this respect, the User is advised to contact his/her national Customs Office to check the latest applicable local requirements in his/her country.

The Products' prices quoted on the Site are valid as long as they are online

ARTICLE 4 – PLACING AN ORDER

4.1 Preliminary identification of the User

In order to place an order, the User has to login in with his/her email address or his/her customer number as well as his/her password.

If it is his/her first order, the User shall follow a registration procedure as indicated on the Site.

If the User loses or forgets his/her password, he/she shall ask for it again by logging in to his/her customer account and by clicking on "I've forgotten my password". He/she shall receive it on the email address he/she would have provided at the time he/she had registered.

The User may also contact the Customer Service under the conditions laid down in the Preamble.

4.2 Registration and confirmation of the order

The User shall exclusively place his/her order online, through the Site.

After confirming his/her order, the User shall accept the Terms & Conditions, choose the delivery's address and finally confirm his/her payment. This final step amounts to the completion of the sale contract between LA REDOUTE and the User.

By placing an order, the User agrees on the Products' prices and description offered for sale. Any complaint about this shall intervene through the exercise of the right of withdrawal and through the legal and contractual guarantees as mentioned below.

LA REDOUTE reserves itself the right to freeze the User's order in the event of a non-payment, an incorrect (shipping) address or any other problems occurring on his/her account until the problem is solved.

If the Product which has been ordered and paid is unavailable from stock (temporary unavailability or sold-out), the User shall receive an e-mail informing him/her of this unavailability.

If the Product is sold-out, it shall be cancelled and removed from the order and the User shall be fully refunded. However, the rest of the order shall remain firm and final.

For any inquiry relating to an order's tracking, the User shall check his/her customer account on the Site or contact the Customer Service under the conditions laid down in the Preamble. After receiving the email confirming his/her order's dispatch, the User can track it on the UPS' website under the conditions laid down in Article 6 (Delivery).

4.3 Order's acknowledgement by LA REDOUTE

LA REDOUTE shall acknowledge the User's order by email sent to the email address which he/she would have previously provided.

ARTICLE 5 PAYMENTS

The User shall pay his/her purchase online exclusively:

- by payment card:

Blue cards, e-cards, Visa, Mastercard.

The User's bank account shall be deducted once the item has been dispatched. Only the price of the actual dispatched Products shall be deducted.

If the Product is temporary sold out or unavailable, the deduction of the User's payment card shall occur once the items have actually been dispatched.

- with his/her PayPal account:

By choosing to pay with his/her PayPal account, the User shall automatically be redirected to his/her PayPal's account. Once his/her PayPal payment confirmed, the User will be able to put an end to his/her order on the Site.

The User's PayPal account shall be deducted straight after the final confirmation of the order.

The User may be charged with the possible extra costs caused by the utilization of a foreign payment card. He/she shall be advised to contact his/her bank in order to get information about the exchange rates and/or exchange rate commissions likely to be in force.

In any case, LA REDOUTE guarantees the payments' confidentiality and security which the User would have made, by using the SSL system. (Secure Socket Layer). In an attempt to prevent any fraud, the User is expressly informed that his/her bank details will not, at no point, be asked to him/her via email.

ARTICLE 6 - DELIVERY

Before browsing through the Site, the User will have to choose his/her country of delivery. If the User wishes to get more information about countries and costs of delivery, he/she is advised to visit the "Worldwide delivery" section situated on the Site's homepage.

However, if the User resides in one of the countries where LA REDOUTE is already operating an e-commerce website, he/she has to use the said website in order to make his/her purchase.

In this respect, Products offered on the Site are not available in the following countries: Austria, Belgium, Canada, Croatia, Finland, France, Germany, Greece, Italy, Japan, Korea, Lebanon, Malta, Norway, Portugal, Romania, Russia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine and United Kingdom.

In order to deliver the User's orders, LA REDOUTE works closely with UPS Company. The User shall receive an email informing him/her that his/her parcel has been dispatched. Delivery times may vary between two (2) and five (5) days, but cannot exceed thirty (30) days.

The User is able to track his/her order by clicking on the appropriate link, indicated in the acknowledgement email he/she will have received. Then, he/she will be redirected to UPS Company's website where he/she will be asked to enter his/her tracking number (indicated on the email of acknowledgement) .

The parcel shall be delivered to the delivery address provided by the User. UPS officers shall go to the User's place up to three times in order to deliver the parcel. If the User does not take delivery of the parcel after the officers had come three times, they shall try to contact the User by phone or by email. If the officers do not hear back from the User within 48 hours, the User's order shall automatically be send back to LA REDOUTE.

Delivery costs are fixed and may vary depending on the country of delivery.

Shipping fees (price in Euros including VAT)	Delivery time usually observed	Shipping country
2,90	5 to 7 days	Malta, Republic of Ireland
8,90	5 to 7 days	Austria, Germany, Bulgaria, Czech Republic, Denmark, Estonia, Latvia, Lithuania, Finland, Netherlands, Slovak Republic
9.90	5 to 7 days	USA, Canada, Hong-Kong, Japan, Singapore, Taiwan, Australia, Andorra, Belarus, Bosnia-Herzegovina, Hungary, Iceland, Israel, Macedonia, Moldova, Serbia, Turkey
12,90	5 to 7 days	Afghanistan, Albania, Algeria, Angola, Antigua and Barbuda, Argentina, Armenia, Azerbaijan, Bahamas, Bangladesh, Barbados, Belize, Benin, Bhutan, Bolivia, Botswana, Brazil, Brunei, Burkina Faso, Burundi

Cambodia, Cameroon, Cap Verde Islands, Chile, Columbia, Comoros, Costa Rica, Ivory Coast, Djibouti, Dominique, Egypt, United Arab Emirates, Ecuador, Eritrea, Ethiopia, Fiji, Gabon, Gambia, Georgia, Ghana, Granada, Guatemala, Guinea, Equatorial Guinea, Guinea Bissau, Haiti, Honduras, Marshall Islands, India, Indonesia, Iraq, Jamaica, Jordan, Kazakhstan, Kenya, Krgyzstan, Kiribati, Kuwait, Laos, Lesotho, Liberia, Libya, Madagascar, Malawi, Malaysia, Maldives, Mali, Morocco, Mauritius, Mauritania, Mexico, Micronesia, Mongolia, Mozambique, Namibia, Nepal, Nicaragua, Niger, Nigeria, New Zealand, Oman, Uganda, Uzbekistan, Pakistan, Palau, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Qatar, Central African Republic, Democratic Republic of Congo, Dominican Republic, Rwanda, Saint Kitts and Nevis, Saint Vincent and the Grenadines, Sainte Lucia, Solomon, Salvador, American Samoa, Samoa, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Africa, South Korea, Sri Lanka, Surinam, Swaziland, Syria, Tajikistan, Tanzania, Chad, Thailand, East Timor, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkmenistan, Tuvalu, Uruguay, Vanuatu, Venezuela, Vietnam, Yemen, Zambia, Zimbabwe

ARTICLE 7 RIGHT OF WITHDRAWAL AND REFUNDS

The User may withdrawal from the contract within thirty (30) days beginning on the day he/she received his/her parcel. In this respect, the User is entitled to get a full refund of his/her order's price. He/ she does not have to justify his/her wish to cancel but he/she shall fill the return form attached to his/her invoice.

He/she shall only bear the direct costs of returning the goods, unless otherwise stated in the User's country of residence.

LA REDOUTE commits itself to refund the User as quickly as possible, at the latest within thirty (30) days beginning on the day LA REDOUTE receives the returned order.

In any case, LA REDOUTE shall refund the costs of the item using the same method by which the User paid for them. Thus, if the User paid by payment card, LA REDOUTE shall credit the sum back to his/her (bank) account.

If the User used his/her PayPal account to proceed with the payment, his/her PayPal account shall be credited again.

If the User needs more information about his/her rights and how to exercise them, he/she is advised to visit the "Returning the goods to us" section on the Site's homepage.

If he/she resides in a country outside the European Union, he/she shall provide to the carrier with the appropriate documents to the parcel's re-import. (See the "returning the goods to us" section for more information).

If the User lives in a country within the European Union, he will have to return the order by his/her own means and at his/her expense (unless otherwise stated). He/she can choose the transporter he/she likes to do so (local postal services, UPS, DHL etc).

However, in the event where the User refuses to take delivery of his/her order (if the parcel is damaged for instance), the latter shall be sent back to LA REDOUTE, via UPS. In this case, the User shall not bear the costs of returning the goods and shall be fully refunded.

If the User lives in a country outside the European Union, he will have to bear the customs duties due at the delivery time; the goods passing through territories in DDU (Delivery Duty Unpaid). If he/she

wants to return his/her order, the User shall go to the offices of the transporter he/she would have chosen (local postal services for example) and fill an export form. He/she shall then be asked to indicate the item's country of origin (manufacturing countries displayed on the item's label: "made in"), its price and the appropriate incoterm DDU: Delivery Duty Unpaid. The User shall bear the costs of returning the goods but not the export duties.

ARTICLE 8 GUARANTEES

All the products sold by LA REDOUTE are subject to strict quality controls. However and despite our great care, some items might turn to be defective.

In such an event, the User is kindly asked to return the said items within thirty (30) days of the parcel's receipt, specifying the type of defect on the return form attached to the invoice.

Furthermore, the User enjoys the statutory protection of the Consumer law in force in his/her country which may be more favourable.

Certain items are subject to a contractual guarantee which is more favourable than the legal one. For instance, the items labelled "Valeur sure" and those labelled "Best" are guaranteed that they do not suffer from any manufacturing defect respectively for 6 months and one year.

For any queries, the User is advised to call the Customer Service under the conditions laid down in the Preamble.

ARTICLE 9 - EVIDENCE, PRESERVATION AND STORAGE OF TRANSACTIONS

The online supply of the User's card number as well as the confirmation of his/her order shall amount to an evidence of the entire order. This also makes the price of the items (as quoted on the form order) immediately due.

This confirmation amounts to a signature and express acceptance of all the transactions completed on the Site. However, in the event of a fraudulent use of his/her bank card, the User is advised to contact LA REDOUTE's Customer Service as soon as he/she discovers this fraud, by calling at 0041 848 848 718 (for English speakers) or at 0041 848 848 708 (for French speakers).

The computerized records, stored in computerized systems of LA REDOUTE and of its partners under reasonable conditions of security, shall be deemed to be evidences of communications, orders and payments which occurred between the parties.

The archiving of forms order and invoices is made on a reliable and sustainable format in order to comply with the requirement of sustained and loyal copy under French Civil law.

ARTICLE 10 - LIABILITY

LA REDOUTE commits itself to describe and display as accurately as possible every product sold on the Site.

However, LA REDOUTE cannot be held liable where the failure to perform its obligations is due to an unforeseeable and insurmountable event caused by a third party to the contract or by a case of force majeure.

Similarly, LA REDOUTE cannot be held liable for any inconvenient or damages caused by the use of the Internet network, i.e. an interruption of the service, an external intrusion or the presence of computer viruses.

LA REDOUTE cannot be held liable for the breach of any provision which would be in force in the User's country, towards which it would not have actively targeted its activities, via marketing operations

ARTICLE 11 - INTELLECTUAL PROPERTY

All the content you see and hear on the Site including underlying technology, are protected under copyright, trademarks or patents.

Trademarks, logos and models which are displayed on the Site belong solely and exclusively to LA REDOUTE.

Their disclosure does not amount to a license granted by LA REDOUTE or a right to use any of the said trademarks and distinctive features protected under a copyright. Thus they cannot be utilised without being counterfeit.

Thus, it is strictly forbidden to copy, reproduce, download, post, transfer or distribute any document which comes from the Site, in any ways.

However, this shall be authorized under the following circumstances: it is possible to download a copy of these documents on a computer for a strictly personal and non-commercial use provided that the User does not change the information and keep the copyrights and other proprietary notices intact. The modification or the misuse of these documents amounts to a breach of the Intellectual Property rights of LA REDOUTE.

Where a User, who has his/her own website (for a non-commercial use), wishes to include a link to the homepage of the Site, he/she shall be obliged to seek the authorisation of LA REDOUTE before doing so.

This shall not amount to an implicit this shall not amount to a transfer or assignment of right, title or interest in any content or materials.

However, any hypertext link to the Site which utilises the "framing" and the "in-line linking" techniques is strictly forbidden.

In any case, any link may be removed on simple request of La Redoute.

ARTICLE 12 - PERSONAL DATA

Collection, treatment and archiving of personal data:

In an attempt to perform efficiently its obligations, LA REDOUTE must collect certain personal information about the User (surname, first name, email address and home address).

By giving to LA REDOUTE his/her email address, the User will be able to receive an email acknowledging his/her orders.

LA REDOUTE is obliged by the law to check the accuracy and ensure the updating of the personal data that it had collected. Therefore, the User is entitled to access, modify and delete his/her personal information.

The User is informed that this automatic data processing, (especially the management of email addresses), has been declared to XXX .

LA REDOUTE strives to ensure the confidentiality and security of the data transmitted on the Web. In this respect, please note that the website LaRedoute.com utilises a secure payment mode, called Secure Socket Layer (SSL).

In an attempt to train our Customer's service and for quality's monitoring purposes, please note that certain phone calls may be recorded.

Further, certain data may be processed in Switzerland for the management of Users calls purposes.

Subscription to the newsletter:

Depending on his/her choice made at the registration stage, the User may receive commercial offers from LA REDOUTE as business partners, via emails, telephone or text messages as specified at the time of the registration.

The User may change his/her minds at any time by going to the section "My space/ I modify my personal data/ LA REDOUTE newsletter" where he/she shall tick " I am not interested in the commercial offers and I do no longer wish to receive them".

COOKIES - Cookies are small files downloaded on your computer (or any other terminal used for the access to the website). Cookies enables websites to provide you a personal navigation by memorizing your parameters. Cookies enables you to get a more personal navigation on the websites by memorizing some of the parameters you chose during your last visit. Cookies do not damage your computer. For further informations, you can visit www.allaboutcookies.org.

Cookies enables us to provide you a more personalized and comfortable navigation. We do not use cookies to register informations such as your name, your adress or your bank account informations. We use cookies for your navigation (keep your session active, and not to ask you to put the same products in the basket if you left for few minutes for example), to personalize the website for you (with your langage and country, for example), to collect statistics or for 3rd parties (if we need to pay a commission after you clicked on a banners for example).

Most of the browsers accepts cookie except if you parametered it not to accept it. By visiting this website, you accept the cookies to be used according this policy. If you are willing to refuse, you can either desactivate your cookies, or not visiting the site.

ARTICLE 13 LAW AND JURISDICTION

The Terms & Conditions are governed and construed in accordance with French law. Contracts concluded through the Site as well as any dispute arising out from them shall be governed by French law.

An amicable solution (through an ombudsman system) shall be considered before any judicial remedies.

In the event where this solution would fail, the French Tribunals shall have a non-exclusive jurisdiction to hear these disputes.

However, this provision shall not deprive the European consumers from their national statutory rights. About us?

La Redoute's first catalogue was released in 1928. It was a 16 page catalogue with around forty knitted items.

As time passed, the products offered diversified and had something for everybody, for every style and for every moment of life at affordable prices. All this through catalogues and a website.

La Redoute is now the leader of distance selling and is ranked number 1 in terms of the most frequented websites in France.

80% of its products are created by its team providing you with an exclusive fashion for women, men, children...and your house.

You will find Edéis, Soft Grey, Active Wear...in our collections as well as big brands like Adidas, Puma, Nike, Levis, Dim, Sloggi.....

La Redoute, is present internationally and now delivers in over 150 countries, thanks to La Redoute.com.

Come, discover our French fashion collection and order in complete security!

Privacy policy

In order to fulfil its obligations, La Redoute is required to collect certain information from you: last name, first name, e-mail address as well as postal address, products ordered....

If we have your e-mail address, we will be able to send you your order confirmation as well as inform you of the latest promotional offers and various events.

This computerised data processing, particularly, the management of e-mail addresses, is subject to a declaration.

You have the right to access, modify and delete information concerning you.

If you wish to access your details, please send a request by post, stating your Customer Account Number, along with a photocopy of your proof of identity, to:

La Redoute - Service Relation Client - Case postale – 1818 Montreux - Suisse

LA REDOUTE makes every effort to ensure the confidentiality and security of the data transmitted to the website. To this effect, the Internet Website uses a secure mode of payment – SSL (Secure Socket Layer).

For the purposes of training and monitoring the quality of our customer service team, certain calls may be recorded.

For managing calls, the data may be processed in Switzerland.

At the time of creating your account, you may choose to receive offers (by checking the appropriate box) from LA REDOUTE as well as from other trading partners, by mail, telephone or SMS. If you choose not to receive such offers, you can always change your mind! You may go to “My Space/Modify my details/LaRedoute.com Newsletter” and check the box corresponding to “I am no more interested in the offers and do not wish to receive them in the future”.

You can also contact us (please mention your full name, address and client reference number):

- By sending an e-mail to info@redoute.com

- By writing to La Redoute.com - Service Relation Client – Case postale – 1818 Montreux - Suisse

A link at the end of each mail will also enable you to unsubscribe yourself.

Track my Orders

As soon as you confirm your order, you will receive an e-mail acknowledging the same.

Then you can find all the details concerning your orders, track your refunds, return items, subscribe/unsubscribe to newsletters, modify your details, print your order summary....by logging in and going to My account.

If you wish to have a copy of your invoice, you may:

- print your invoice by going to “My Space” – “My Orders”. Click on your invoice number and you will be able to view your invoice, which you can then print.

- contact our consultants on 0041 848 848 708* for assistance in French or on 0041 848 848 718* for assistance in English.

* International charges apply