

Terms & Conditions

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You represent and warrant that you (a) are above the legal age of majority in your jurisdiction of residence but in no case under the age of 18, (b) have not previously been suspended or removed from the Site, (c) do not have more than one (1) account at any given time for the Site; (d) you will only provide true, accurate, current and complete information if you register for an account and/or Orders (defined below). If it is believed or suspected that your information is not true, accurate, current or complete, your access

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YOUR ACCOUNT

When you set up an Account, you are required to provide your name and email address and select a password (collectively, your "Account Information"), which you may not transfer to or share with any third parties. If someone accesses the Site or Services using your Account Information, it will be assumed that it is really you or your representative who is accessing the Site and Services. You are solely responsible for any and all use of your Account Information and all Orders and activities that occur under or in connection with the Account. Any measure deemed necessary or reasonable may be taken to ensure the security of the Site and your Account, including without limitation, terminating your Account, changing your password, or requesting additional information to authorize transactions on your Account. You agree to be responsible for any act or omission of any users that access the Site or Services under your Account Information that, if undertaken by you, would be deemed a violation of these Terms and Conditions. You hereby agree to waive any and all rights or actions whatsoever with respect to any liabilities or damages resulting from or arising out of (i) any action or inaction under this provision, (ii) any compromise of the confidentiality of your Account or password, and (iii) any unauthorized access to your Account or use of your password. You may not use anyone else's Account at any time, without the permission of the Account holder. Please notify consumercare.egypt@loreal.com immediately if you become aware that your Account Information is being used without authorization. You agree not to register for more than one Account, register for an Account on behalf of an individual other than yourself without such individual's authorization, or register for an Account on behalf of any group or entity.

USER CONTENT

User comments, information and submissions are most welcomed. In addition, you and other users of the Site from time to time may have an opportunity to post on the Site certain ideas, concepts, information, data, text, music, sound, photographs, graphics, video, messages, comments on products, advertising and other promotional materials or events, facts, advice, "tips", opinions and other material (collectively, "User Content"). Subject to the Privacy Policies, all User Content that you post on this Site will be treated as non-confidential and non-proprietary to you and may be viewed by you and/or other users of this Site. You also agree that L'Oréal Group, its affiliates and licensees are free to use any ideas, concepts, know-how or techniques contained in any User Content you send to L'Oréal for any purpose whatsoever, including, but not limited to, developing, manufacturing and marketing products, services and content using such information, without any credit, notice, approval or compensation to you. By posting User Content via the Site, you hereby grant L'Oréal a royalty-free, irrevocable, non-exclusive, worldwide license to reproduce, display, use, copy, modify, adapt, edit, distribute, translate, create derivative works from, incorporate into other works, distribute such User Content (in whole or in part).

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CODE OF CONDUCT

By using this Site, you agree not to:

- Publish or provide any personal data that may be considered '*sensitive*':
 - *personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs;*
 - *trade-union membership;*
 - *genetic data, biometric data processed solely to identify a human being;*
 - *health-related data;*
 - *data concerning a person's sex life or sexual orientation;*
- Convey any racist, violent, xenophobic, malicious, rude, obscene or unlawful comments;
- Disseminate any content that may be harmful, defamatory, unauthorized, malicious or infringing on privacy or publicity rights, inciting violence, racial or ethnic hatred or qualify as gross indecency or incitement to commit certain crimes or offences;
- Use the Site for political, propaganda or proselytizing purposes;
- Publish any content advertising or promoting any products and/or services competing with the brand(s) displayed on the Site;

- Divert the Site from its intended purpose, including by using it as a dating service;
- Disseminate any information that may directly or indirectly allow the nominal and specific identification of an individual without prior and express consent, such as their last name, postal address, email address, telephone number;
- Disseminate any information or content that may be upsetting for the youngest;
- Intimidate or harass others;
- Conduct illegal activities, including that may infringe anyone's rights in and to any software, trademarks, photographs, images, texts, videos, etc.;
- Disseminate content (including photographs and videos) portraying minors.

If you become aware of any such User Content as may condone crimes against humanity, incite racial hatred and/or violence, or relate to child pornography, you shall immediately send an email to consumercare.egypt@loreal.com specifying in your email the date on which you discovered said content, your identity, the URL, description of the disputed content and the user ID of the author thereof.

If you consider that any User Content is in breach of the principles listed above, of your rights or any third party's rights (*e.g.*, any infringement, insult, breach of privacy), you may send a notice to the following email address: consumercare.egypt@loreal.com specifying in your email the date on which you discovered said content, your identity, the URL, description of the reported content and the user ID of the author thereof.

NO ENDORSEMENT

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You understand that the technical processing and transmission of the Site may involve (a) transmissions over various networks and (b) changes to conform and adapt to technical requirements of connecting networks or devices. L'Oréal assumes no responsibility for the deletion or failure to store postings or other information submitted by you or other users of the Site.

You agree that you will not harvest, collect or store information about the users of the Site or the User Content or use such information for any purpose inconsistent with the purpose of the Site or for the purpose of transmitting or facilitating transmission of unsolicited advertising, junk or bulk electronic mail or communications. You may not: (i) take any action that imposes or may impose (as determined by L'Oréal in its sole discretion) an unreasonable or disproportionately large load on L'Oréal's infrastructure; (ii) interfere or attempt to interfere with the proper working of the Site or any activities conducted on the Site; (iii) bypass any measures used to prevent or restrict access to the Site or portions thereof (or other accounts, computer systems or networks connected to the Site); (iv) run any form of auto-responder or "spam" on the Site; (v) use manual or automated software, devices, or other processes to "crawl" or "spider" any page of the Site; or (vi) harvest or scrape any content from the Site.

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The availability of the products and services described on the Site, and the descriptions of such products and services, may vary based on location and timing.

CONTESTS

This Site may, from time to time, contain contests that offer prizes or that require you to submit material or information about yourself. Each contest has its own rules, which you must read and agree to before you may enter.

VIRTUAL-TRY-ON FEATURE

This Site may provide you with a make-up or hair-color try-on feature. You can choose the live service (using your device webcam) or an existing picture (uploaded from your device).

The result of the experience (picture with make-up or hair-color) can be downloaded on your device and you may have the option to share it on social platforms. You are free not to use this service.

If you share the result of the experience outside of the virtual-try-on feature (through native features available in your device) L'Oréal is not involved in such sharing (no personal data processing by L'Oréal).

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Email: consumercare.egypt@loreal.com

Working hours: From Sunday to Thursday from 9 am to 6 pm

These Terms and Conditions were last updated on 8th of November 2023