

NEW LOOK

Terms & conditions

Terms of sale

Updated August 2016

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Tracking your order

All International Express Deliveries are fully trackable. To track your order, sign in to your Account, select My Orders and select the relevant View Order button. Alternatively, select Track My Order at the top of the homepage and input your Order Number.

If you've chosen Standard Delivery, you can track your order whilst it's with us – so you can see if we have processed it, or when we've shipped it. Depending on which country you've chosen for delivery, your order may be fully trackable – in which case a tracking number will be provided when the order is dispatched.

Information about us

Our website www.newlook.com is operated by New Look Retailers Limited ('we', 'our', 'us'). We are registered in England and Wales under company number 1618428. Our Value Added Tax number is GB 429214460.

Ordering

After placing an order you will receive an email from us acknowledging that we have safely received it. This does not mean that your order has been accepted. All orders are subject to acceptance by us, and we will send you a second email to confirm acceptance and dispatch of your order. The contract between us ('contract') will only be made when we send you this email to confirm acceptance and dispatch. Only those products listed in the email as being dispatched will be included in the contract.

Availability

All products are subject to stock availability. We will inform you as soon as possible if all the products in your order are not available and we will cancel your order. If only some of the products in your order are available this will be explained in your acceptance and dispatch email. If you pay by credit or debit card we will not charge you for products which are not

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available. If you pay using PayPal any payment made for products which are not available will be credited back to your PayPal account.

Ordering errors

You are able to make changes to your order up to the point at which you click the Place Order button in checkout.

Prices

Please be aware that the prices displayed on our site include Value Added Tax where applicable but exclude delivery costs, which will be added to the total amount due. The applicable delivery costs will be clearly displayed during the checkout process.

Due to the large number of products on our site, it is always possible that some of the products listed on our site may be incorrectly priced, despite our best efforts. If we discover there is a pricing error, we will normally, at our discretion, either: (i) contact you and give you the option of reconfirming your order at the correct price or cancelling it; or (ii) reject your order and notify you of the rejection.

Payment

We accept payment with the following credit or debit cards: Visa credit and debit cards, MasterCard credit and debit cards, American Express credit and charge cards, Switch/Maestro debit cards, Visa Electron cards. We also accept payment by PayPal. Please note that if you wish to pay for your products using PayPal, and you do not already have an existing PayPal account, you will be required to set up a new account with PayPal directly.

At present, we do not accept cash, cheques or gift vouchers as payment online.

By submitting an order to us through our site, you are confirming that the payment details provided on your order are valid and correct. All transactions will be in euros. If your card pays with alternative currency your card provider or bank will determine the exchange rates to be applied and may add an additional processing or administration charge in relation to such payments which you will be liable to pay.

We will not charge your credit or debit card until we dispatch your order. Any order placed using PayPal will be charged at the time your order is submitted. If we reject or cancel your order for any reason this charge will be credited back to your PayPal account.