

NEW LOOK

Terms & conditions

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Terms of sale
Updated 22 November 2016
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Tracking your order

Log into your Account, select Order History and click on the relevant 'View Order' link. All delivery options are fully trackable for the UK. Click on the 'Track My Order' link on the homepage and input your tracking number to follow your parcels journey to you. The courier will provide you with an email and text message with delivery details.

Unfortunately we do not currently offer tracking for International standard orders. Express Delivery for Ireland, France and Germany is fully trackable. Click on the 'Track My Order' link on the homepage and input your tracking number to follow your parcels journey to you. The courier will provide you with an email and text message with delivery details.

Information about us

www.newlook.com is a site 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 products

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 items 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, debit or store card we will not charge you for products which are not available. If you pay using PayPal, a New Look gift card or a New Look eGift card any payment made for products which are not available will be credited back to your PayPal account, New Look gift card or New Look eGift card (as applicable). If you paid with a combination of payment card and Gift Card, we'll refund anything you paid for with your Gift Card first, and then refund any outstanding credit you are owed on to your original payment card.

Ordering errors

You are able to make changes to your order up to the point at which you click on the "submit order" button on the Payment & Confirm section of the checkout process.

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 New Look store card, New Look gift cards, New Look eGift cards and 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. Presently, 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 pounds sterling. Non-UK credit card providers and banks will determine the exchange rates to be applied and may add an additional processing or administration charge in relation to such payments which non-UK card holders will be liable to pay. We will not charge your credit, debit or store card until we dispatch your order. Any order placed using PayPal, a New Look gift card or New Look eGift card 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, New Look gift card or New Look eGift card (as applicable). Please note that items bought via PayPal can only be refunded using gift vouchers if they are returned to a store. Items returned by post will be refunded to your PayPal account. Please keep your New Look gift card / New Look eGift card safe. We will only refund to the same New Look gift card or New Look eGift card you used for payment.