

L'ORÉAL

PARTNER SHOP

USER GUIDE

*How to retrieve  
my password?*

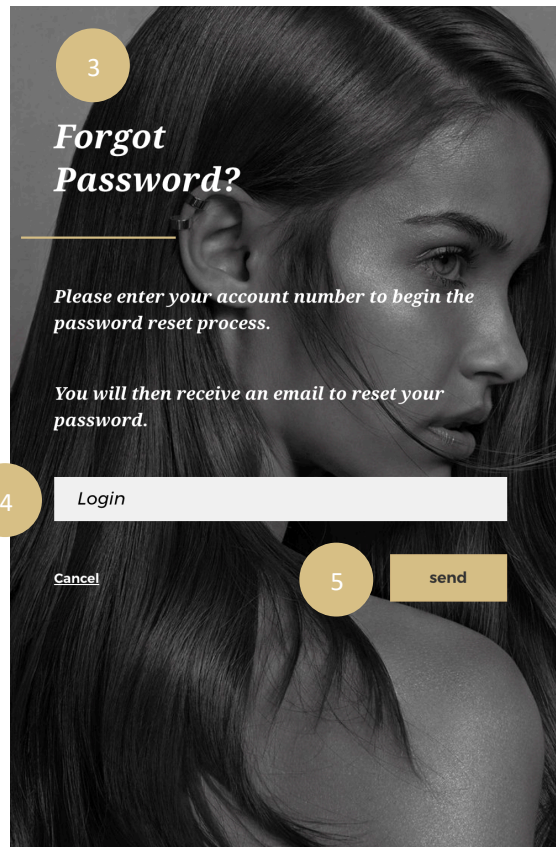
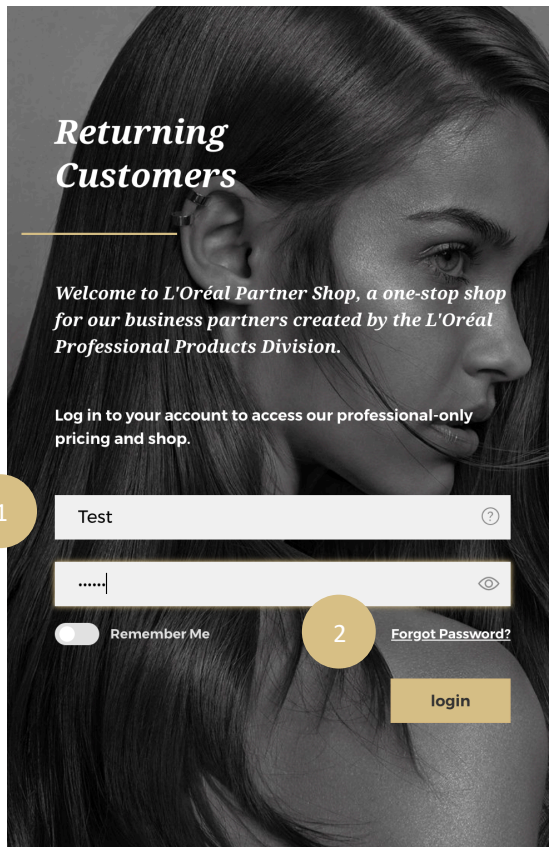


## ***How to: What do I do if I have forgotten my password?***

If you want to log in, you must go on the L'Oréal Partner Shop website. On the login page, you only must look at the 'Returning Customer' section.

Enter your login (1) and your password (2), then tick the checkbox 'Remember me' (3) if you want to be recognized at your next connection (login only) and finally click on the 'login' button (4).

If your password is wrong, an error message will be displayed (1). If you do not remember your password, you must click on the link 'Forgot Password?' (2). The section 'Returning Customer' is replaced by a 'Forgot Password' section (3). Enter your login (4) and finally click on the 'send' button (5).



## Forgot Password?

✓ Thank you, a password reset e-mail has been sent to your e-mail address.

## New Customers

We offer some amazing benefits to our business partners. Request an account to start placing orders.

You will receive an email to reset your password. Once the email is received, open it and click on the button 'reset my password' (1).

### Reset your password

We received a request to reset your password

Use the link below to set up a new password for your account.  
If you did not request to reset your password, please ignore this email.

1

reset my password

### Have any questions ?

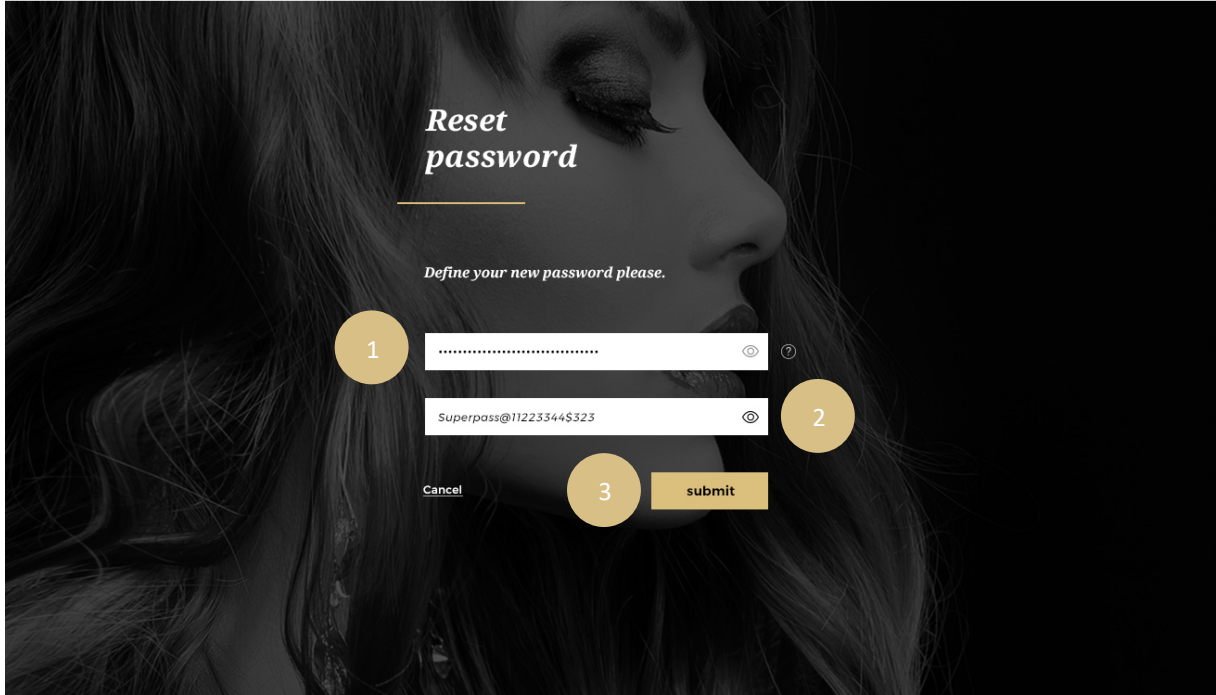
Please check out our [FAQs](#)

For customer service inquiries,  
please contact our [Customer care services](#)

You will be automatically redirected on the L'Oréal Partner Shop website to define a new password.

You must enter your new password two times, in the 'New Password' field (1) and in the 'Confirm New Password' field (2) and finally click on the 'submit' button (3).

Your password has been reset and you can login.



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