

L'ORÉAL

PARTNER SHOP

USER GUIDE

*How To:
Check Product Status*



Table of Contents

- [How To Check Product Status? 3](#)
- [01 Product Status: Available 3](#)
- [02 Product Status: Out Of Stock 3](#)
- [03 Product Status: Login/Register 4](#)
- [04 Product Status: Contact Us 5](#)

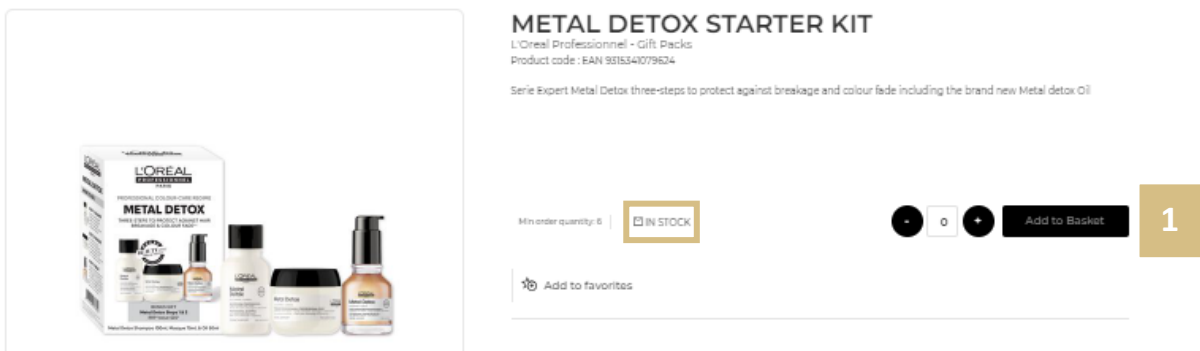
How To Check Product Status?

01 — PRODUCT STATUS: AVAILABLE

In the navigation menu, hover over 'Shop by Brand' (1) or 'Shop by Category' (2) to view the list page of your choice, or search for the product you wish to purchase (3).

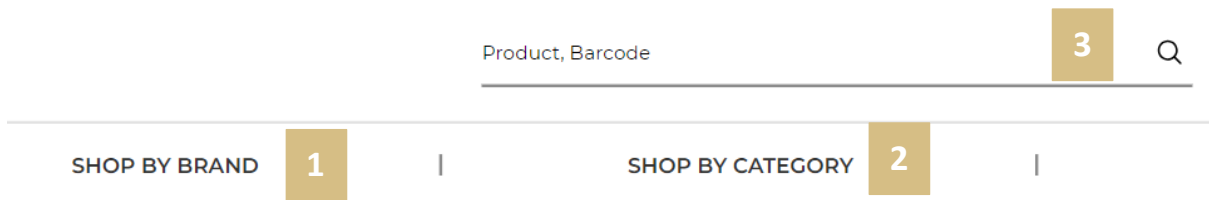


Once you have landed on the list page, you will see, above the quantity, the availability of your product. In this case, the product is "In stock" and you can click 'Add to Basket' (1) to order it right away



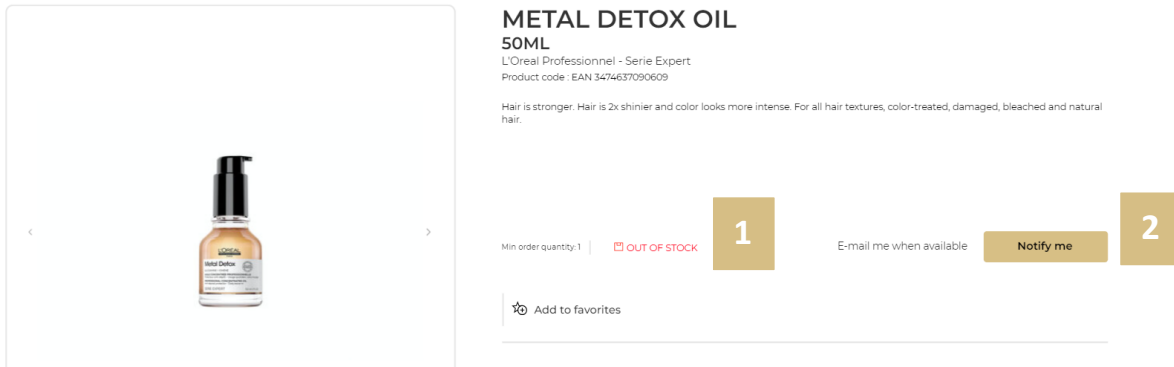
02 — PRODUCT STATUS: OUT OF STOCK

In the navigation menu, hover over 'Shop by Brand' (1) or 'Shop by Category' (2) to view the list page of your choice, or search for the product you wish to purchase (3).



Once you have landed on the list page, you will see above the quantity the availability of your product.

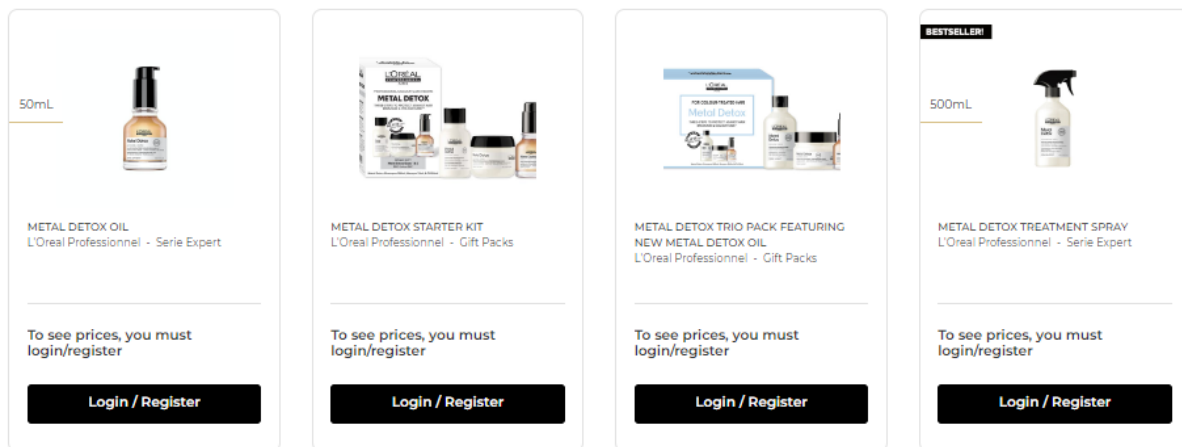
When a product is out of stock, the mention 'out of stock' (1) will be displayed in red and the 'quantity' button is replaced by a 'notify me' button (2).



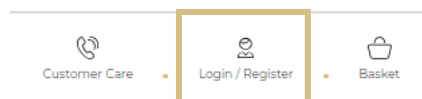
If you want to know when the product will be back in stock, click on ‘Notify Me’.
Once you clicked on it, you will receive an e-mail when the product will be in stock again.

03 — PRODUCT STATUS: LOGIN/REGISTER

If a product page shows ‘Login/Register’, it means you must login to your personal L’Oréal Partner Shop account before you can place an order/add to cart.



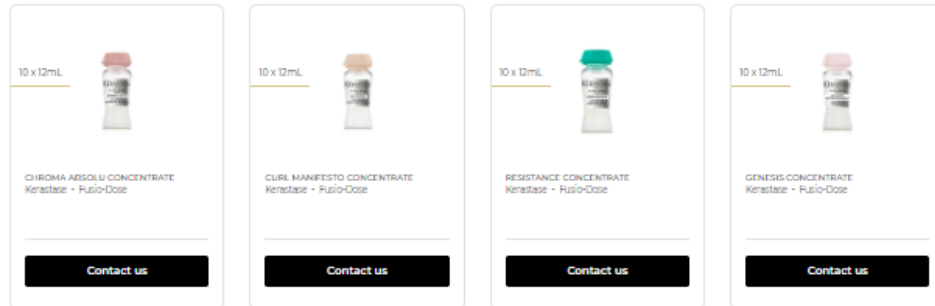
Go to the top navigational menu and click ‘Login/Register’, to access your own personal L’Oréal Partner Shop storefront.



Note: If you have already activated your account, make sure you sign in using the ‘Returning Customer’ login form.

04 — PRODUCT STATUS: CONTACT US

If a product page shows 'Contact Us', it means your salon does not currently stock the brand. If you would like to get access to stock the brand, click on 'Contact Us'



This will take you to a customer care form to fill in regarding your request. Once completed click 'Submit'

A customer care representative will get back to you promptly regarding your enquiry.

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