

## The Perfume Shop Complaints Procedure

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The Perfume Shop Complaints Procedure. Providing excellent customer service is a passion for us and we hope that this is reflected in the service you've received. If for any reason you are not satisfied with the service we've provided or the experience you've had with us, then we really want to hear from you.

In the first instance your query should be registered with us by contacting our customer services team which you can do via the contact us page on our website. A member of our team will aim to address any issues you have and look to resolve this immediately. Alternatively if you prefer, you may write to us at the address shown at the bottom.

If an immediate solution cannot be achieved because further investigation is necessary, we will let you know. Should our investigation take longer than anticipated, we will let you know and make sure you are provided with regular updates. We will aim to resolve your complaint within 4 weeks and we will keep you regularly updated during this time.

In the unlikely event that you are unhappy with how your complaint is being handled or resolved, we have in place an escalation procedure. This means that you can request the involvement of an appropriate manager by writing to us and explaining why you wish your complaint to be escalated. If at any time you are unhappy with the progress or outcome of our investigations, please feel free to contact the staff member handling your complaint.

If you require any further information about our complaints handling procedure, please ask and we will be happy to help you. Write to us: Email address: [complaints@theperfumeshop.com](mailto:complaints@theperfumeshop.com) Postal address: The Perfume Shop, Customer Service Team, Cypress House, The Gateway Centre, Coronation Road, Cressex Business Park, High Wycombe, HP123SU

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