

Omni-channels

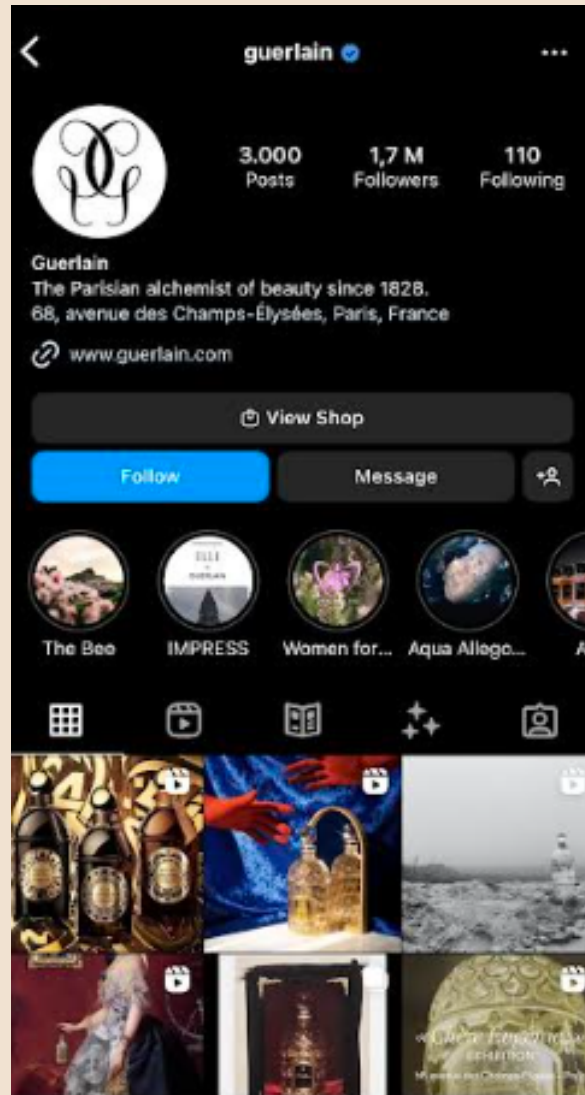
The Guerlain logo, a stylized 'G' with intricate flourishes, is centered in the background. It is rendered in a dark, semi-transparent color, allowing the floral background to be visible through it.

GUERLAIN

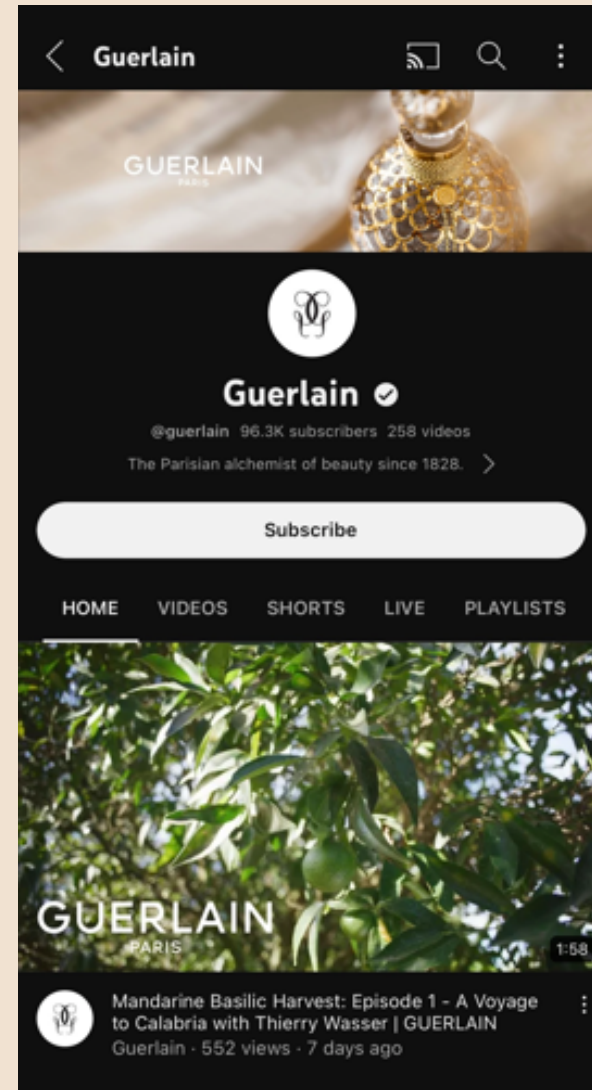
Ruchi Tamore, Alejandra Faudel
& Enora Biays

GUERLAIN SOCIAL MEDIA

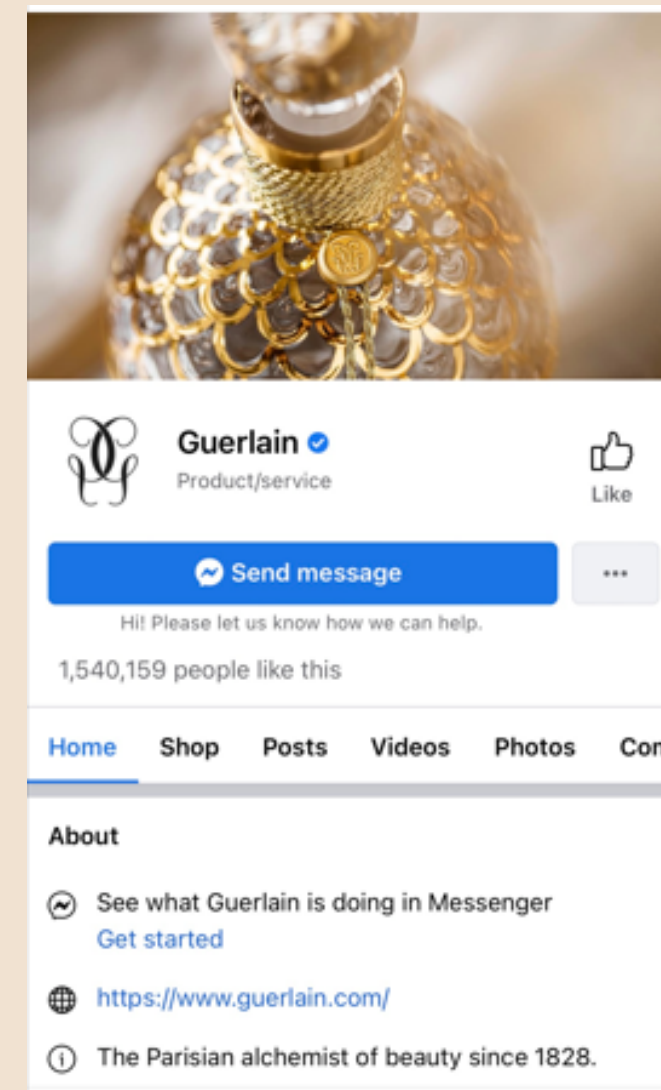
Instagram



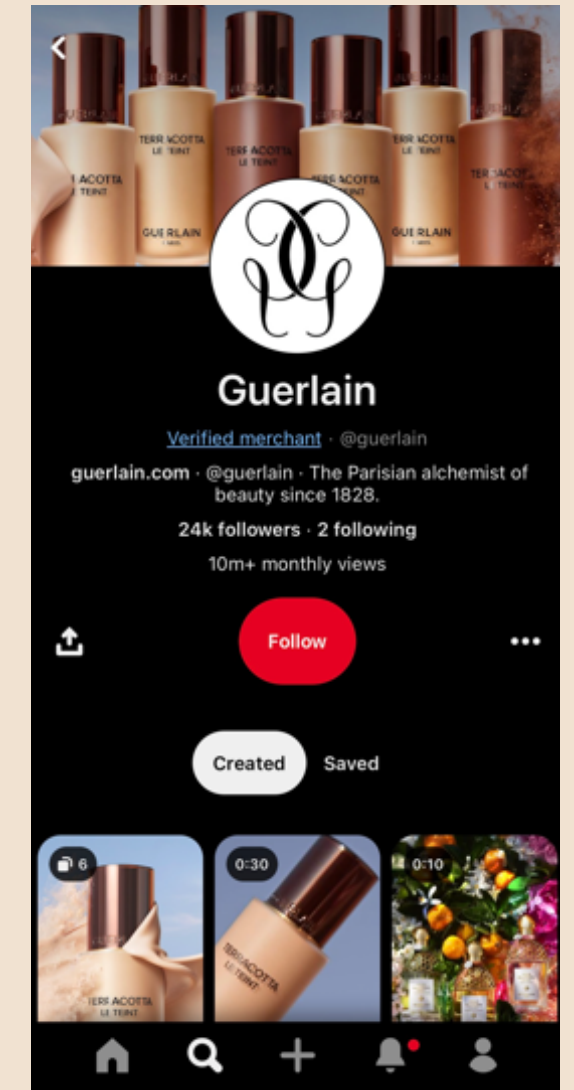
Youtube



Facebook



Pinterest



GUERLAIN SOCIAL MEDIA

China

WeChat

法国娇兰 Guerlain
路威酩轩香水化妆品(上海)有限公司

法国娇兰 Guerlain 始于1828年的巴黎优雅风华，关注法国娇兰中国官方微信帐号，尊享精品护肤、珠宝彩妆与调...
影音號: 法国娇兰 Guerlain
IP属地: 广东

關注官方帳號

文章 影音號 服務

2022年11月29日

乌木馥郁 | 艺术沙龙系列新香上市
阅读 3.1萬 赞 54

2022年9月1日

全新微精粹眼霜 | 揭开眼部肌肤御龄奥秘
阅读 2.1萬 赞 59

2022年4月7日

艺术新启程 | 予你一场纯粹洁白梦境
阅读 2.7萬 赞 75

Detect language → English

GUERLAIN FRENCH GUERLAIN GUERLAIN
LVMH Perfume Cosmetics (Shanghai) Co., Ltd.

Follow the official account

article video number service three

November 29, 2022

Fragrance of ebony | Art Salon series new listing
Read: 31,000 likes 54

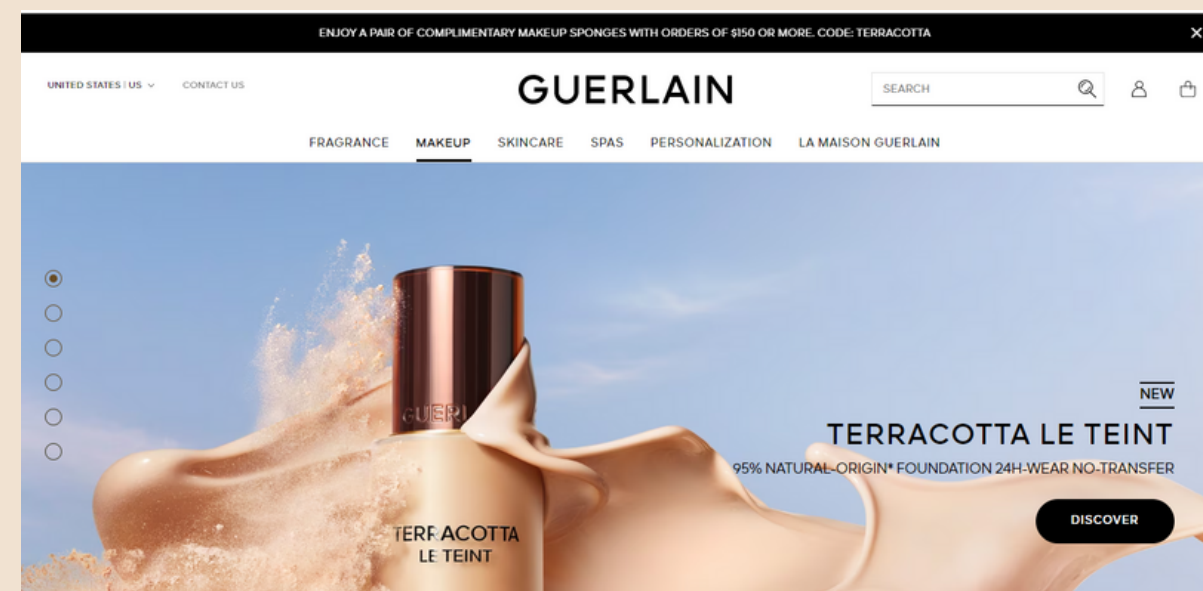
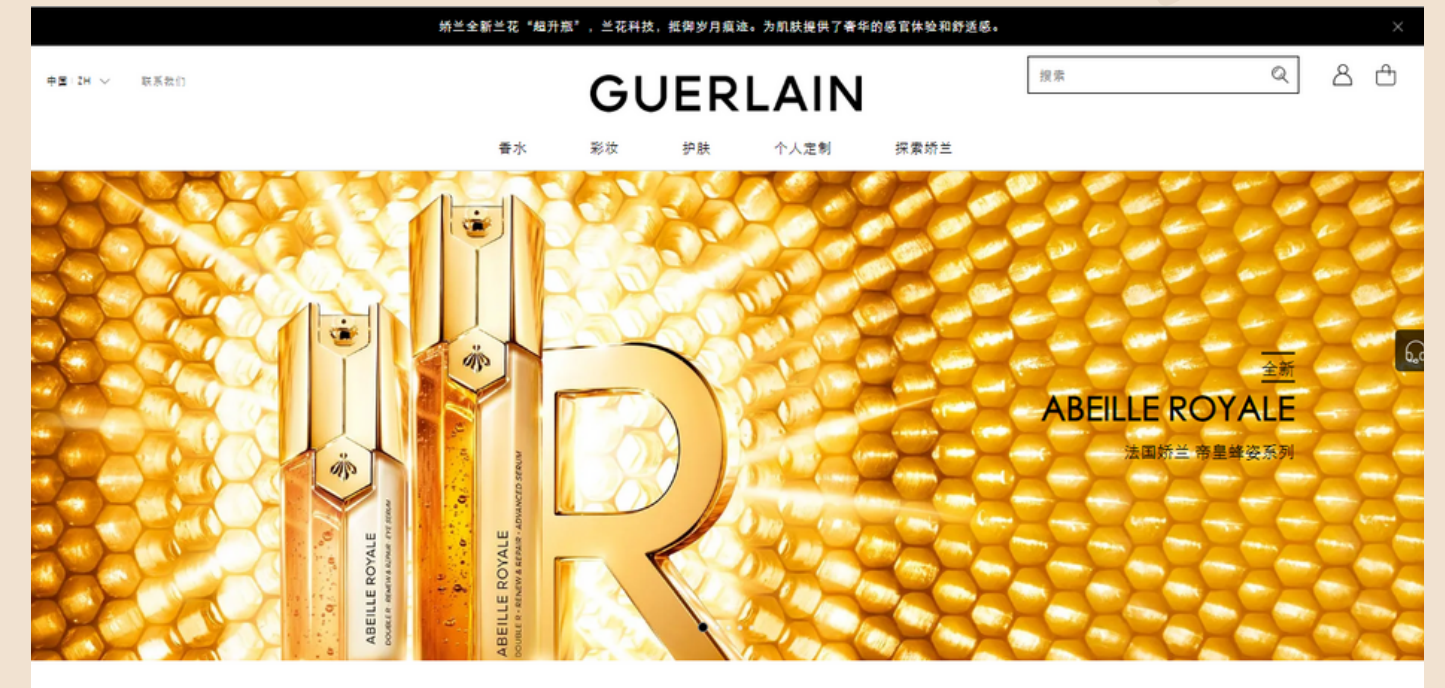
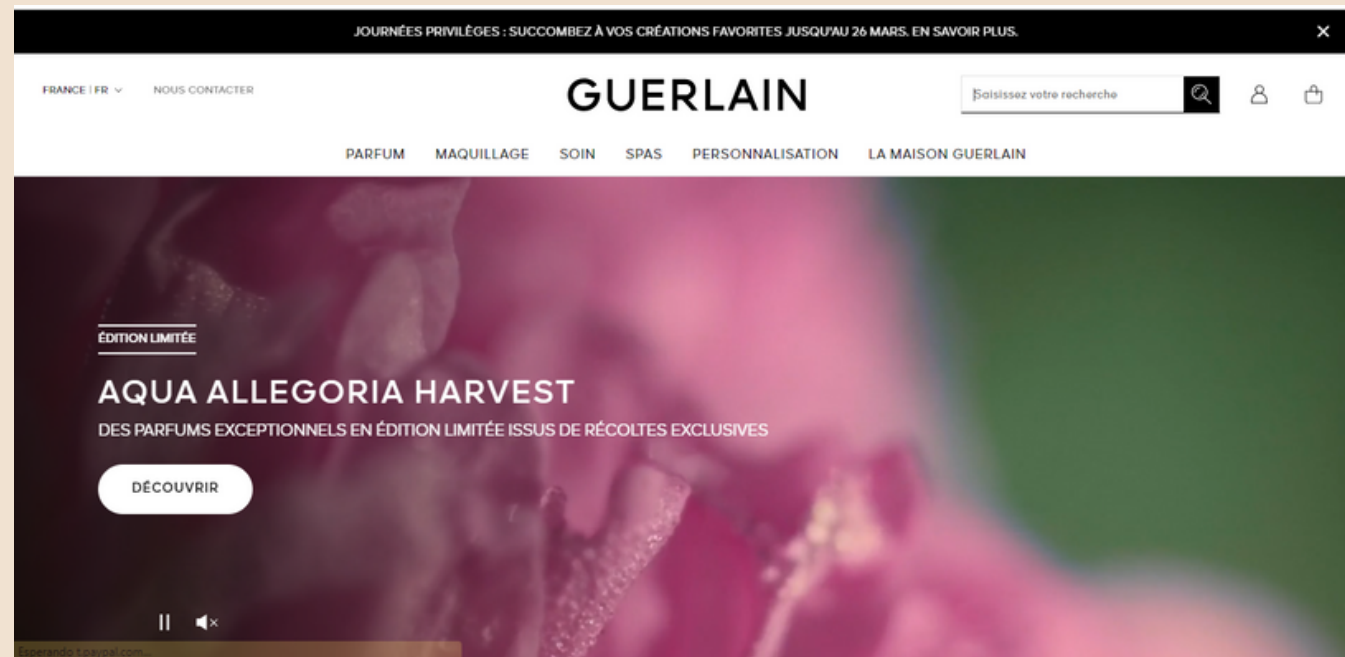
September 1, 2022

Brand new micro-essence eye cream | Unveil eye skin aging
Mystery
Read 21,000 Likes 59

April 7, 2022

Art New Future | Give you a pure and white dream
27,000 views and 75 likes

GUERLAIN WEBSITE



The website content is similar for the US, French and Chinese websites, only the design change

GUERLAIN APP



No App

CHATBOT





Guerlain 

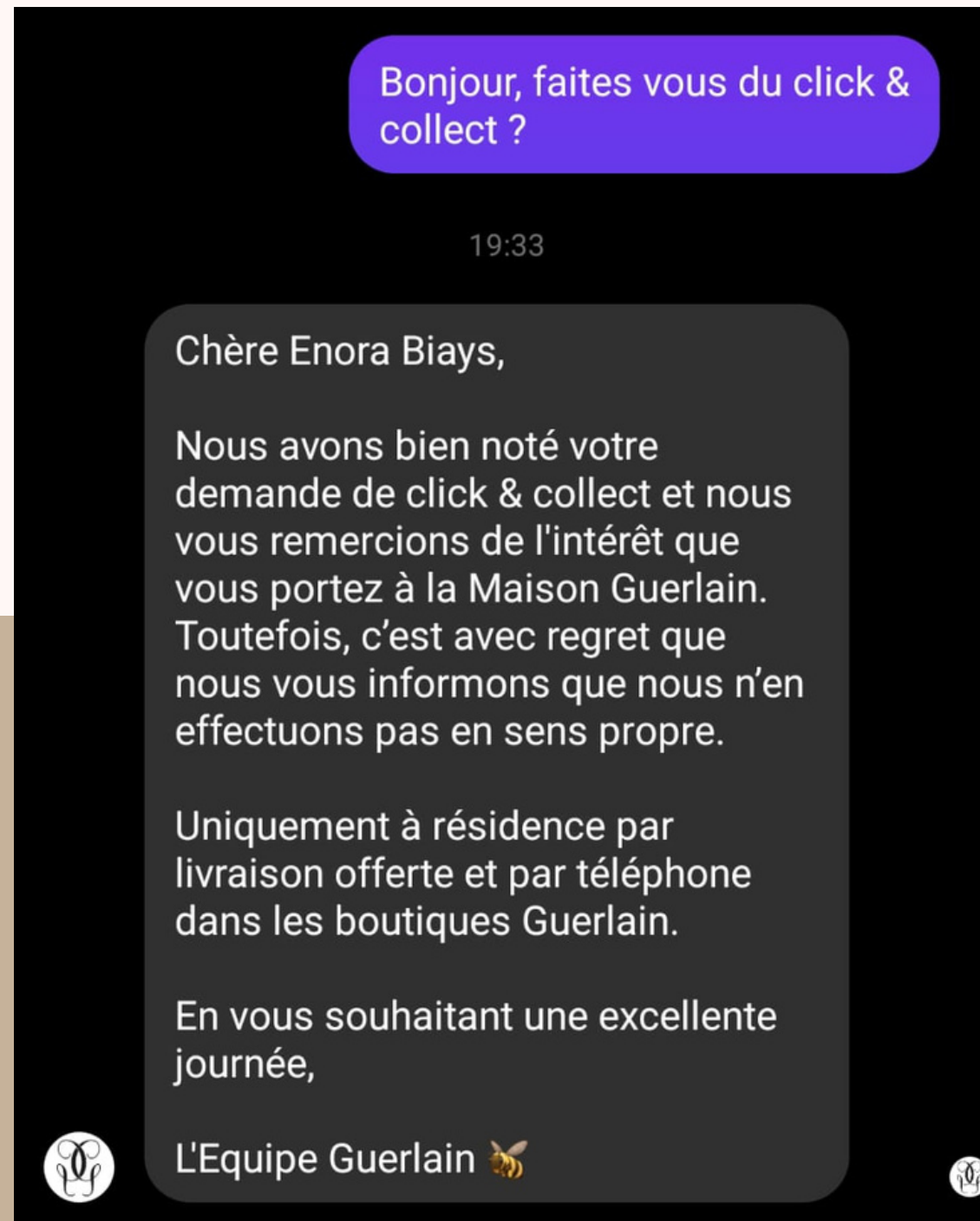
1,5 M personnes aiment ça
Produit/service

Dear, Kerr Hck! Thanks for getting in touch with us on Messenger. Please send us any questions you may have. Have a lovely day, The Guerlain team

[VOIR LE PROFIL](#)

17:58

Bonjour, faites vous du click & collect ?



Bonjour, faites vous du click & collect ?


19:33

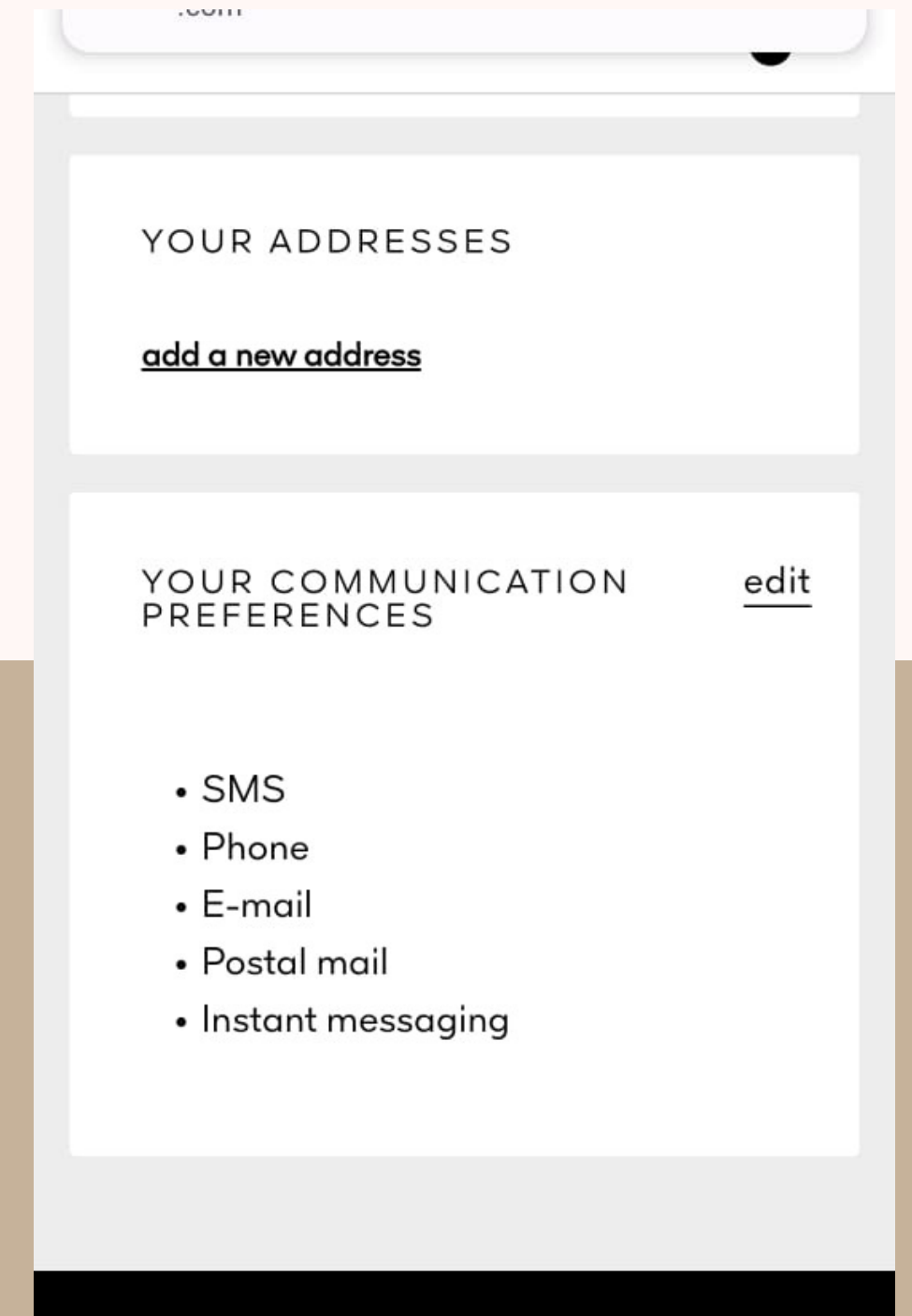
Chère Enora Biays,

Nous avons bien noté votre demande de click & collect et nous vous remercions de l'intérêt que vous portez à la Maison Guerlain. Toutefois, c'est avec regret que nous vous informons que nous n'en effectuons pas en sens propre.

Uniquement à résidence par livraison offerte et par téléphone dans les boutiques Guerlain.

En vous souhaitant une excellente journée,

L'Equipe Guerlain 



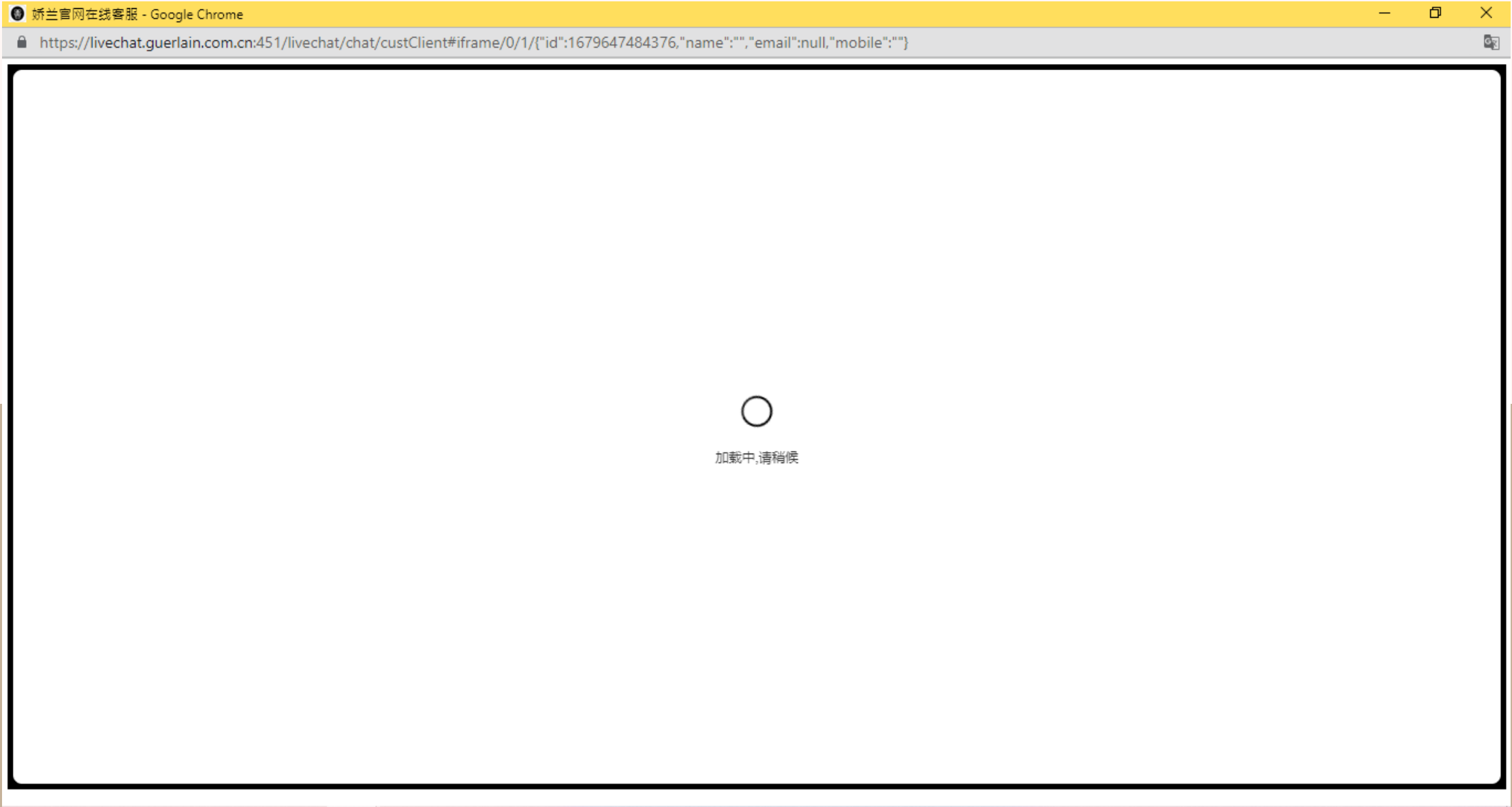
YOUR ADDRESSES

[add a new address](#)

YOUR COMMUNICATION PREFERENCES [edit](#)

- SMS
- Phone
- E-mail
- Postal mail
- Instant messaging

CHATBOT



DELIVERY

ADVANTAGES ONLINE STORE



FREE SHIPPING

Standard delivery offered for all orders. Guerlain offers you the opportunity to choose between two eco-designed boxes. [Learn more.](#)




PRODUCT DISCOVERY

If you wish, 3 trial sizes to choose from to discover Guerlain's expertise in perfume, makeup and skincare.





ART PERFUMERY & PERSONALIZATION


Access to our exceptional creations and tailor-made personalization of your perfumes and lipsticks.



ONLINE ADVANTAGES


- 


We are offering complimentary next day delivery on all orders when you order by 4pm and our returns policy has extended to 30 days. Find out more [here](#)
- 


3 samples offered* to discover Guerlain's expertise in skincare, makeup, and fragrance.
*While stocks last
- 

As a gift for yourself or a loved one, Guerlain offers you a choice of two eco-friendly cases. Find out more [here](#).

Online advantage

- 

Free shipping
Free standard shipping on all orders
- 

Product discovery
3 samples* available to learn more about Guerlain's expertise in skincare, make-up and fragrances*While stocks last
- 

Haute fau de parfum and personalization
All orders are free of charge [Gift wrapping](#)

FASHION ADVICE



TAILERED BEAUTY ADVICE

Perfume, Cosmetics and
Skincare



30 MINS CALL

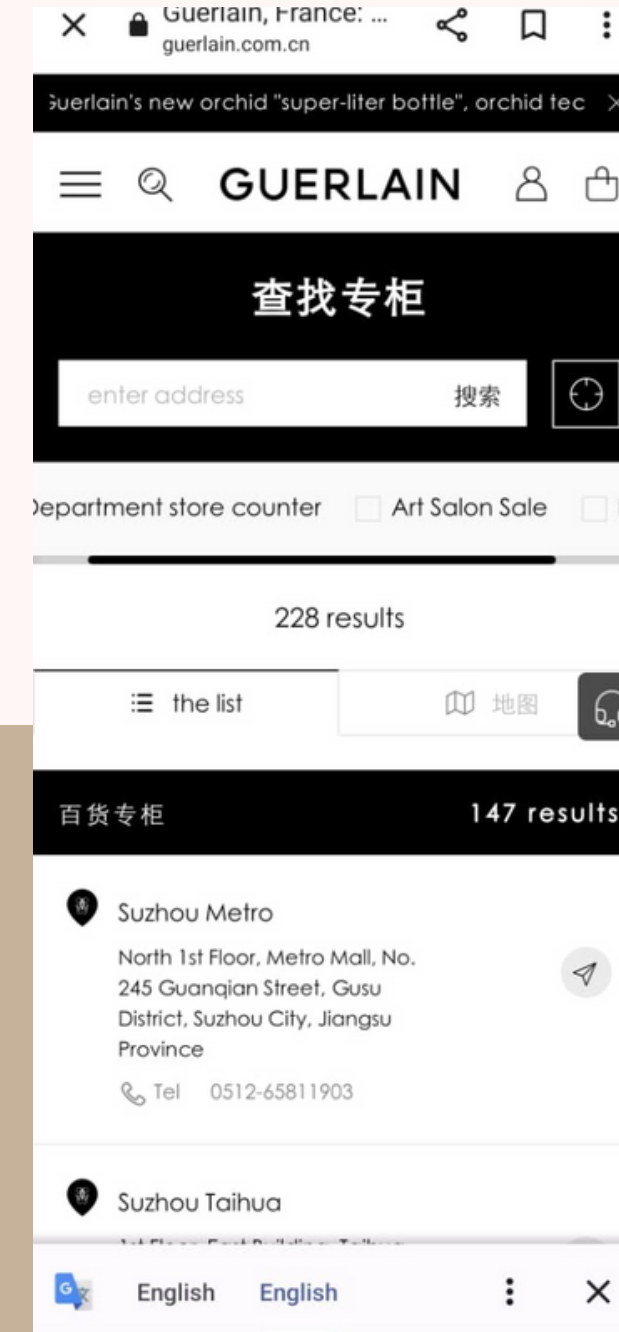
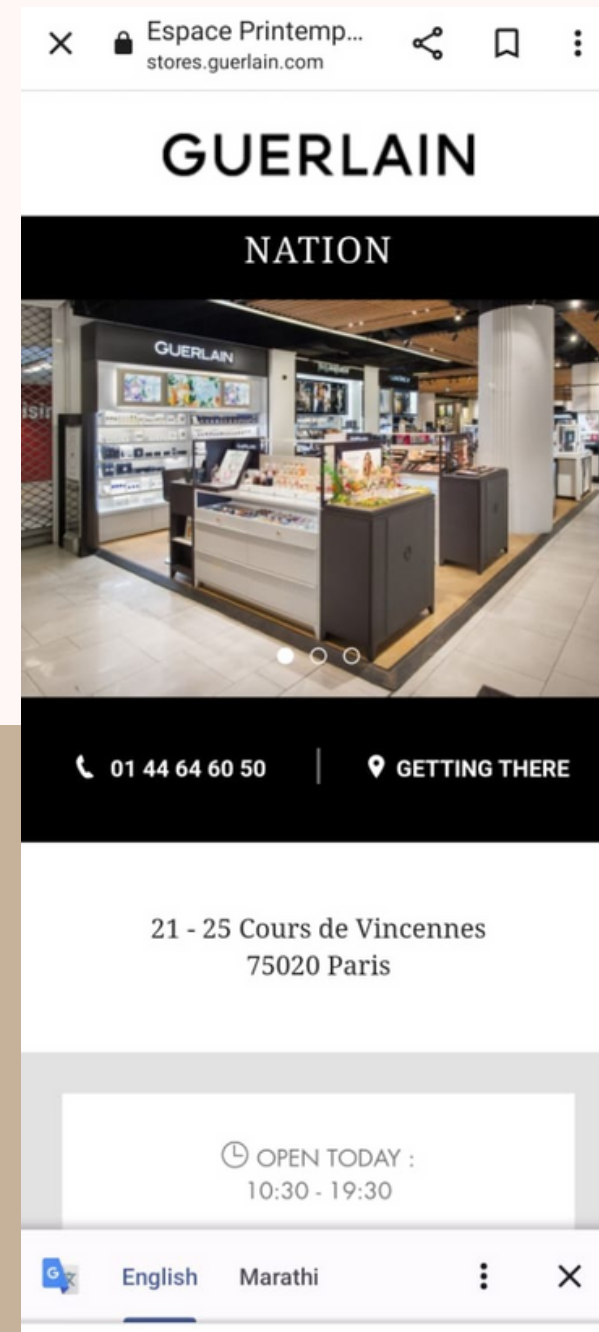
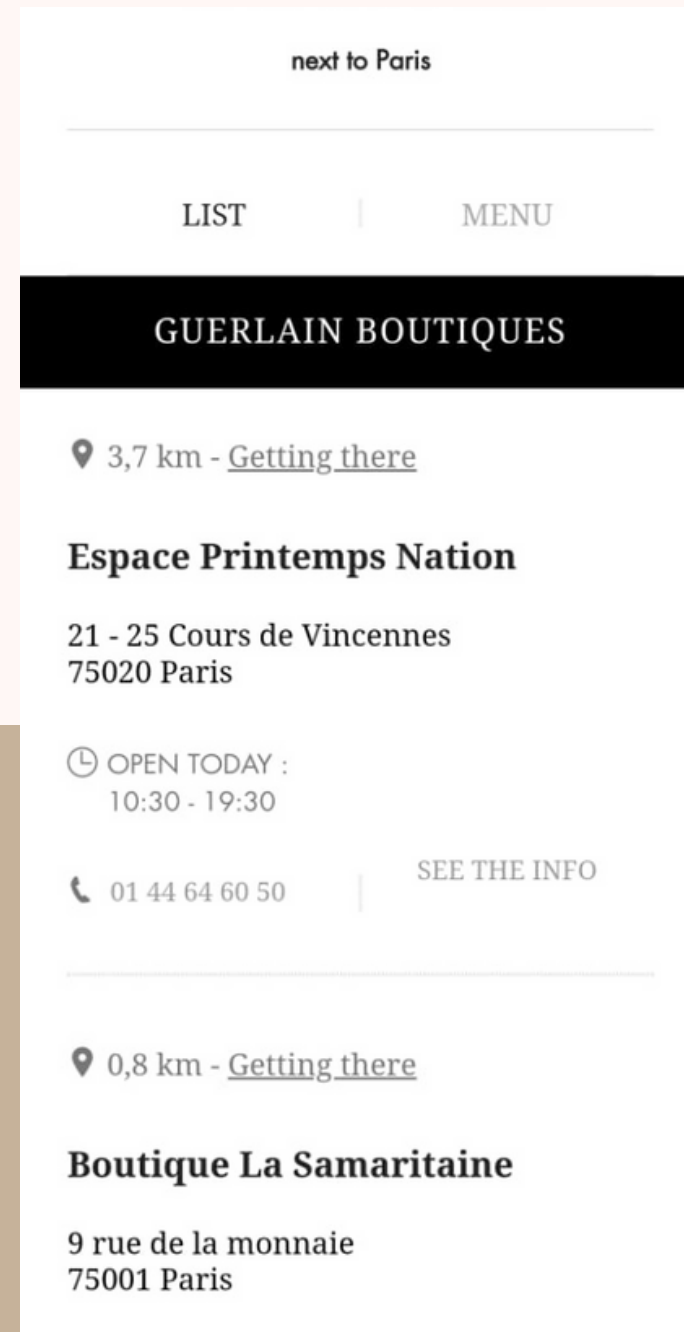
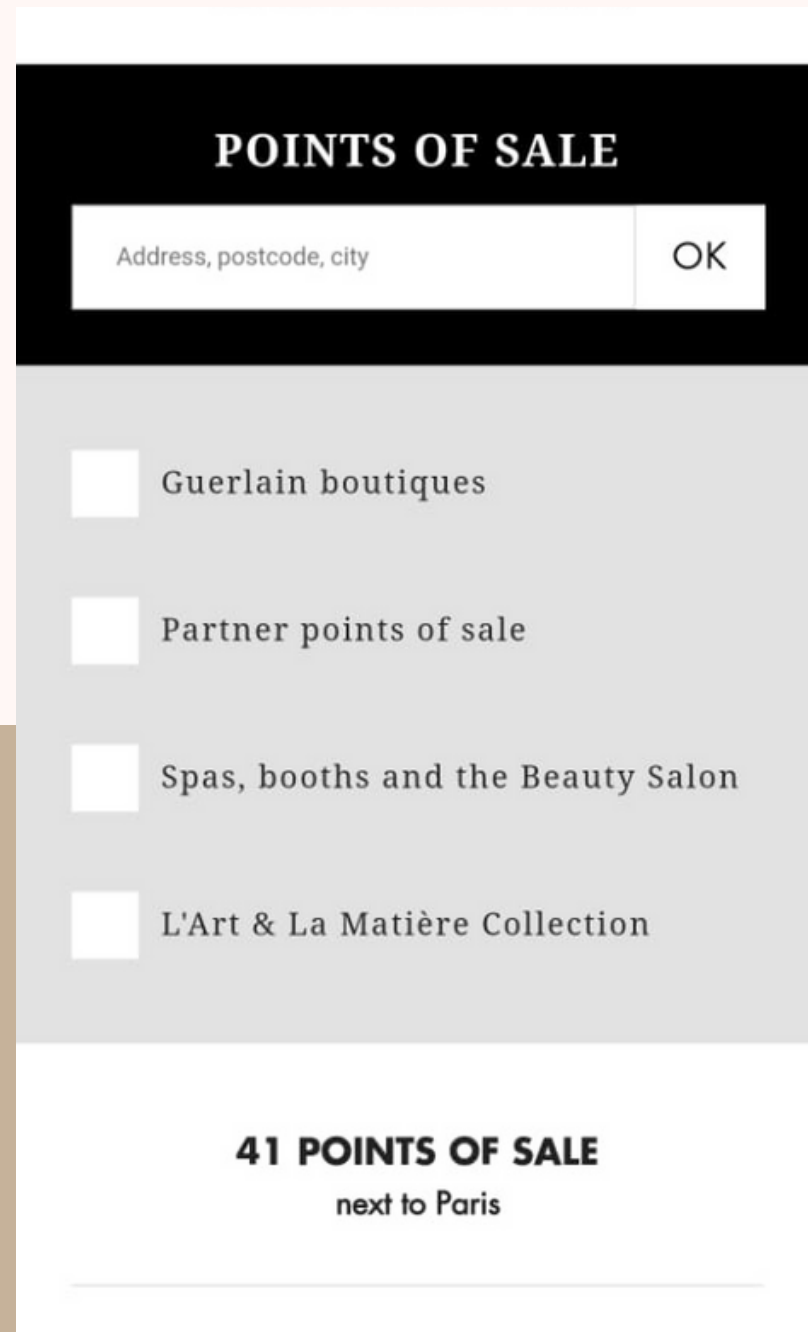
Video call
Expert Consultant
tips and tricks.



15 MINS PERSONAL CALL

Beauty Experts
Specific Beauty
Questions

STORE LOCATER

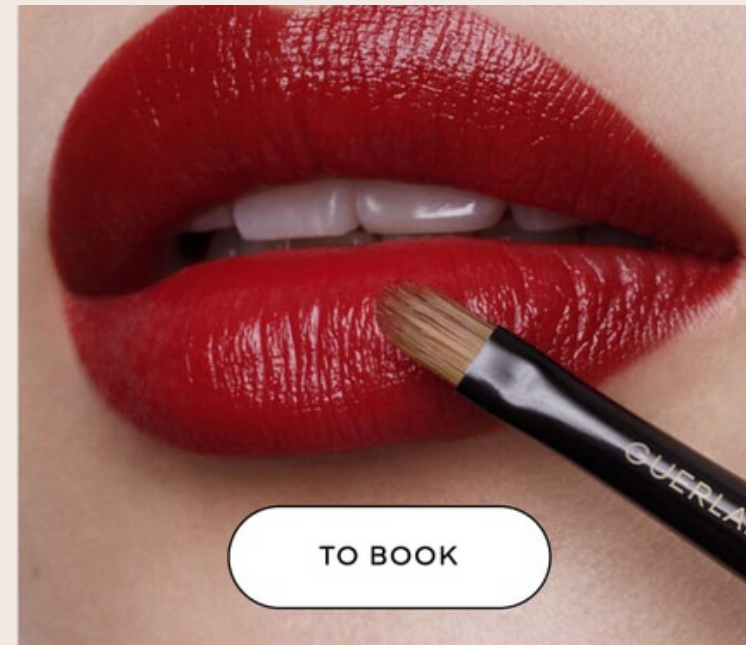


BOOKING OF IN-STORE APPOINTMENT

BEAUTY COACHING

Escape with Guerlain
Reveal your natural beauty with
personalized advice and beauty rituals
from our Guerlain experts.
Duration: 30 minutes, individual and by
telephone

BOOK HERE



TO BOOK

APPOINTMENT IN STORE

Come and experience an exclusive beauty
interlude in
one of our Boutiques designed as settings
to take care of you.



TO BOOK

MEET FROM HOME

Live a unique digital experience from
home. Our beauty experts reveal their
secrets to taking care of you from home
during a Masterclass or a telephone
appointment.



<https://www.guerlain.com/fr/fr-fr/c/rendez-vous-boutique.html>

CLICK & COLLECT

Click & collect are not available with
the Guerlain website



CLICK & RESERVE



The Click and reserve option it's not available for Guerlain

RETURN IN STORE

Guerlain do not have return in store if you buy it in the Web page

Return policy in France: return within 14 days after reception & the open products can not be return.

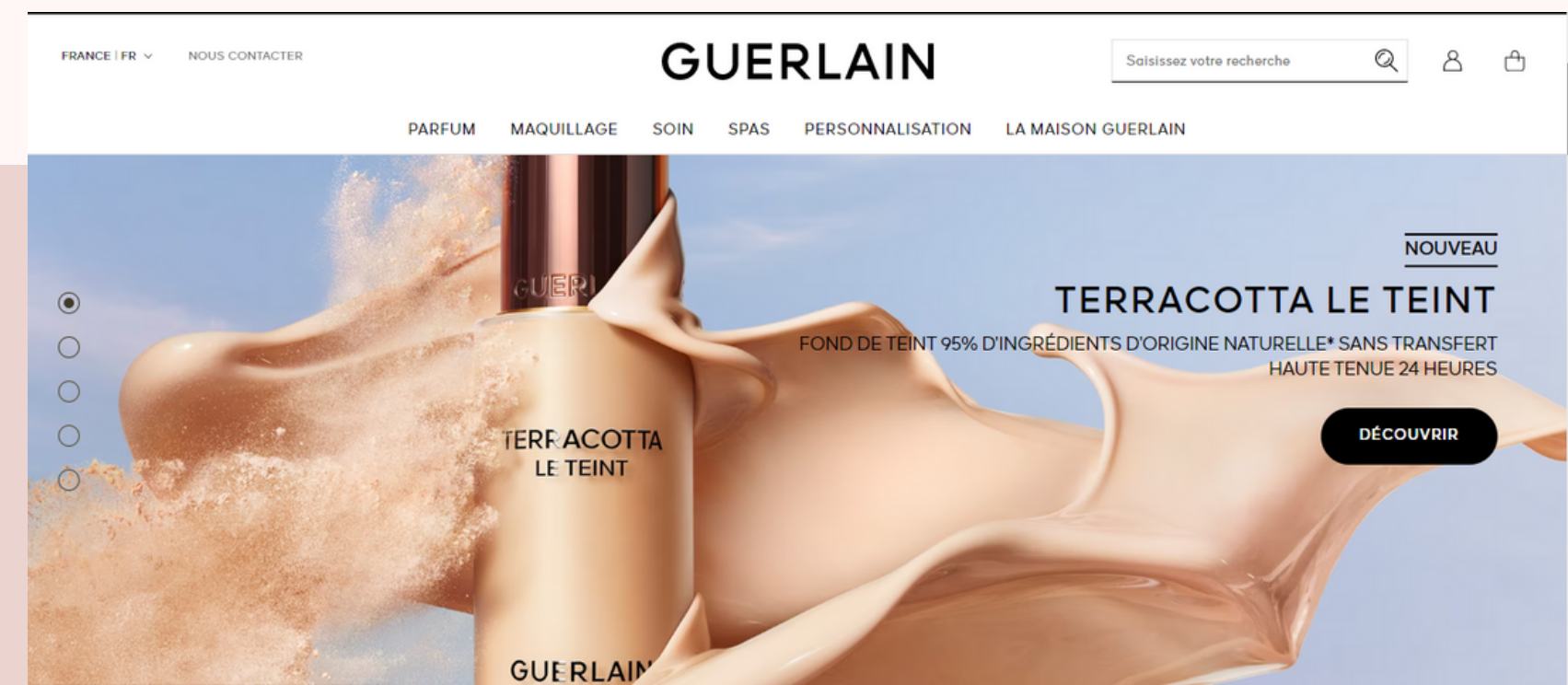
Return policy in USA: return within 30 days after reception. No return of personalized fragrances and return in original package.

For both you need to complete the Return Form



CLICK FROM STORE

They do not have this option, you only can buy online directly on the website or physically in the stores



CLICK & EXCHANGE

Guerlain do not accept exchange request at the time

1



2



The assistive technology is available for Windows, Mac, and Android devices.

Learn more about the [system requirements and user guides](#).

Level Access's innovative assistive technology application enhances the customer experience for people with disabilities. Accessibility is the process of creating experiences that are usable by people with the widest possible range of abilities. This doesn't only refer to [people with disabilities, about 15% of the world's population](#), but all people.



THANK YOU

