



Welcome to L'Oréal Orders

Welcome to L'Oréal Orders including L'Oréal ProShop: a platform designed for authorised customers to place and track orders at your convenience, with customer specific pricing, across multiple brands and divisions.

Australia:

- shop.lorealorders.com.au – for Consumer, Luxe and Active Cosmetics Customers
- proshop.lorealorders.com.au – for Professional Products Customers

New Zealand:

- shop.lorealorders.co.nz – for Consumer, Luxe and Active Cosmetics Customers
- proshop.lorealorders.co.nz – for our Professional Products Customers

Customer Care contact details:

Australia:

- 1300 651 991 (B2B - option 7)
- service@contact.lorealorders.com.au
- Live chat is also available on site

For the [L'Oréal Online Payment Portal](#) and Accounts enquiries: Accounts@payment.loreal.com.au or call Salons: 1300 651 241 / Pharmacies & Clinics: 1300 133 929

New Zealand:

- 0800 567 325
- service@contact.lorealorders.co.nz
- Live chat is also available on site

For the [L'Oréal Online Payment Portal](#) and Accounts enquiries: nzcredit.control@loreal.com or call 0800 657 666

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1. Registration & Login

a. How to Log In – First time access

If you have an Online Payment Portal Account, are a Sales Rep, or have already set a new password, refer to the [below](#).

L'Oreal Customers can access the platform using the email address(s) linked with their L'Oreal account. You no longer need an authorization code to sign up. **If it is your first time using the new platform, even if you have used the previous platform, you will need to set a new password.**

Instructions:

1. Read and agree to the Terms & Conditions and Privacy Policy, click [Continue to site](#)
2. Click [Login/Register](#)
3. Enter your email address and click [Set New Password](#)
4. You will receive an email within 15 minutes. Open it and click [SET PASSWORD](#)
 - i. If you do not receive the email, please check your Junk/Spam. The email will be from [L'Oreal B2B Support support@shop.lorealorders.com.au / co.nz](mailto:support@shop.lorealorders.com.au)
5. Enter your new password, following the requirements listed on the page. Click [Reset password](#)
6. You have now set your password. Follow the steps to [Login](#)

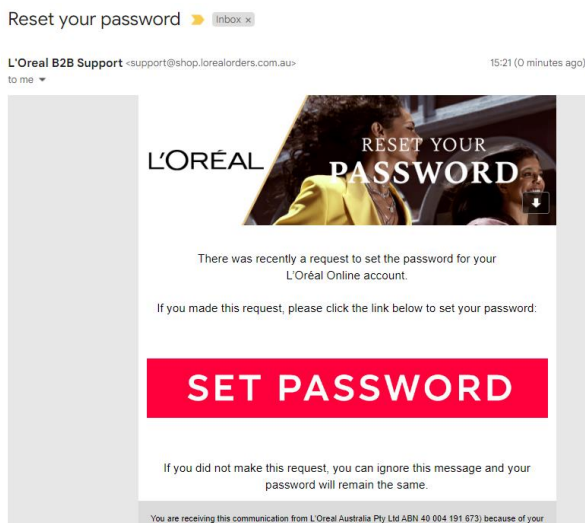
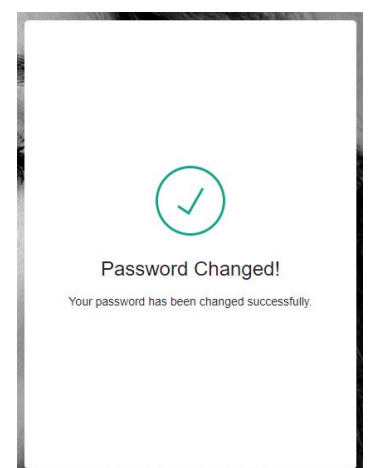
If you need assistance or have any questions, please [call our Customer Care team](#).

Update credentials

If this is your first time using the new log in, please use your L'Oréal account email address to set a new password

Email address

SET NEW PASSWORD

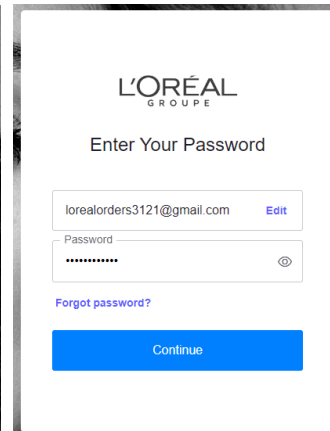
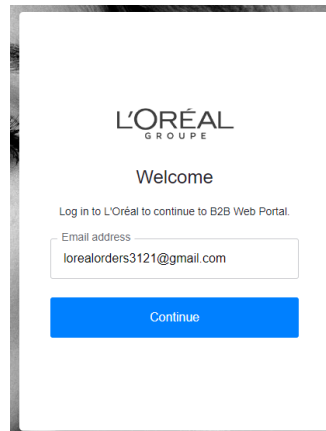
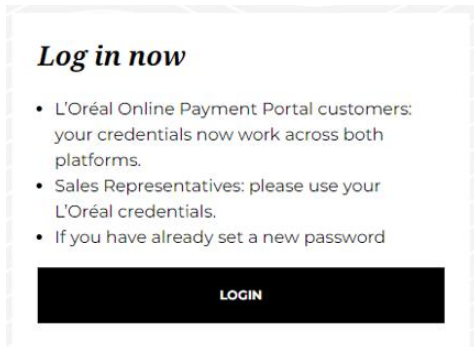



b. How to Log In (incl. Online Payment Portal Customers & Sales Reps)

Online Payment Portal Customers and Sales Reps do not need to set a new password. If this applies to you, or you have already [set a new password](#), you can log in at any time using these credentials.


Login/Register 

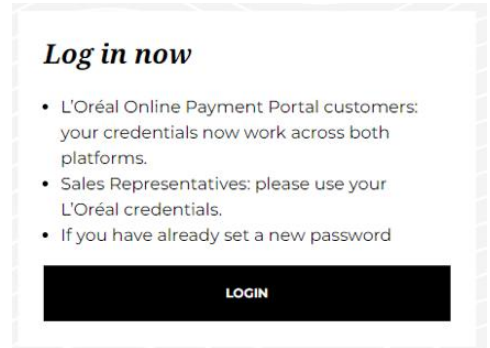
1. Navigate to L'Oreal Orders (links above) and click [Login/Register](#)
2. Click [Login](#). Enter your email address. Click [Continue](#)
3. Enter the password you have set for your account. Click [Continue](#)



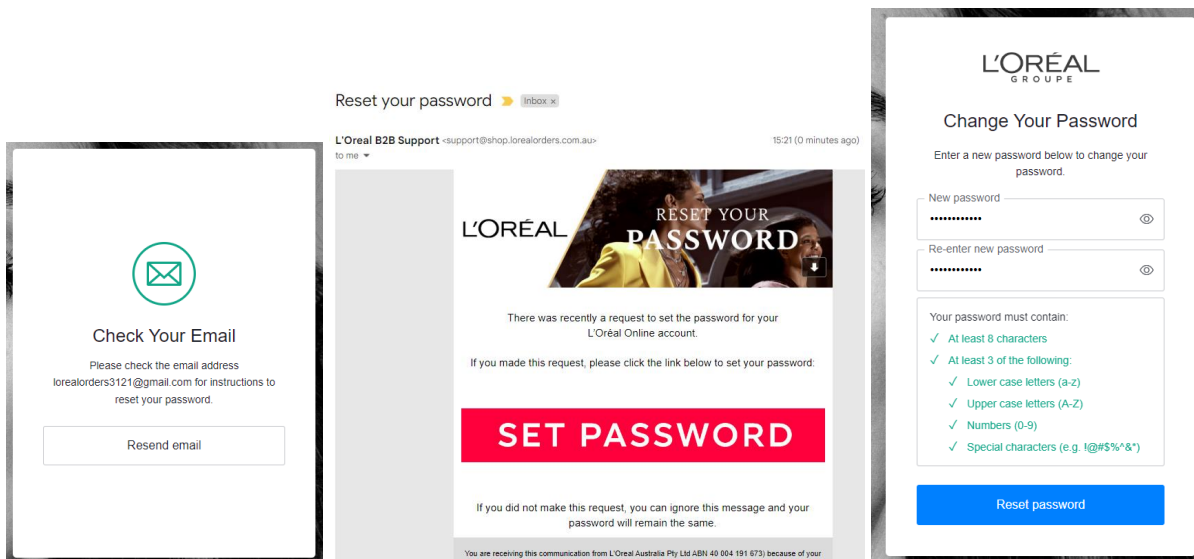
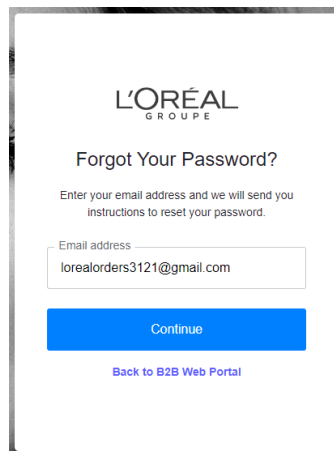
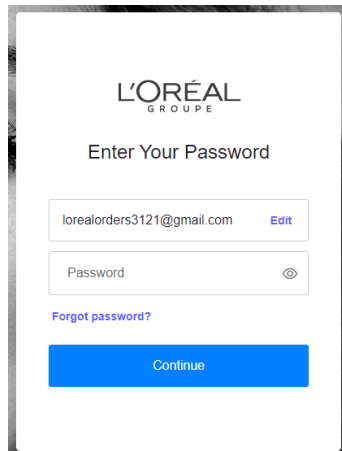
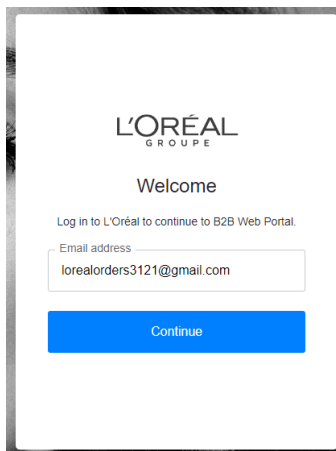
c. How to Reset Password

1. Navigate to L'Oreal Orders (links above) and click [Login/Register](#)
2. Click [Login](#)
3. Enter your email address. Click [Continue](#)
4. Click [Forgot password](#)
5. Check it is your correct email address. Click [Continue](#)
6. You will receive an email within 15 minutes. Open it and click [SET PASSWORD](#)
 - i. If you do not receive the email, please check your Junk/Spam. The email will be from *L'Oreal B2B Support support@shop.lorealorders.com.au / co.nz*
7. Enter your new password. Click [Reset password](#)
8. You have now set your password. Follow the steps to [Login](#)

Login/Register 



If you need assistance or have any questions, please [call our Customer Care team](#).



d. How to become a L'Oréal Customer

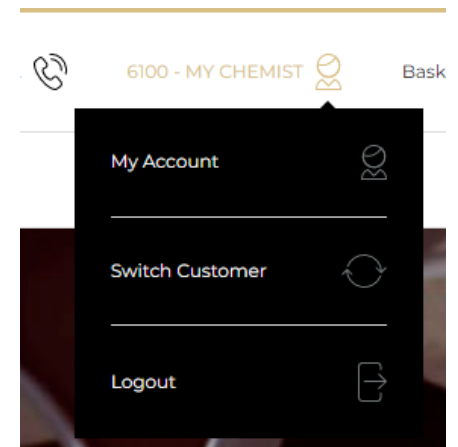
To access L'Oréal Online Orders, you must be an authorised customer of L'Oréal Australia or New Zealand. If you are not currently an authorised customer and are interested in becoming one, please contact [Customer Care](#).

e. Switching between accounts


If you are across multiple accounts, you will be able to switch between them using the same log in. To validate this access, your email address must be listed on your L'Oreal Customer Account.

To switch between accounts, click on the account number and name (located next to *Basket* in the top right of the page), then click *Switch Customer*. Select from the list available.

If you believe you should have access to an account which is not in this list, please contact [Customer Care](#).



The account you are ordering from will display at checkout. Please check this before submitting your order, as we will be unable to change this after the order has processed.



Switch customer

TOTAL \$171.38

SUBMIT MY ORDER

Search

6105010	RAKIS ON COLLINS	SELECT
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SHIPPING TO:

SHOP 4, 166-170 ALEXANDRA PARADE,
ALEXANDRA HEADLAND, Queensland, 4572,
Australia

2. Ordering

a. Navigating the Product Catalogue

When you are logged in, you have access to the brands and products available to you, listed at your specific customer pricing. Promotions for your customer account will also be available **once product is added to cart**.

Each brand you have access to will be in the navigation bar under **Browse by brand**. Click on a brand to view the products available. **Categories** are shown down the left-hand side, which can be expanded to see the **Sub brands**.

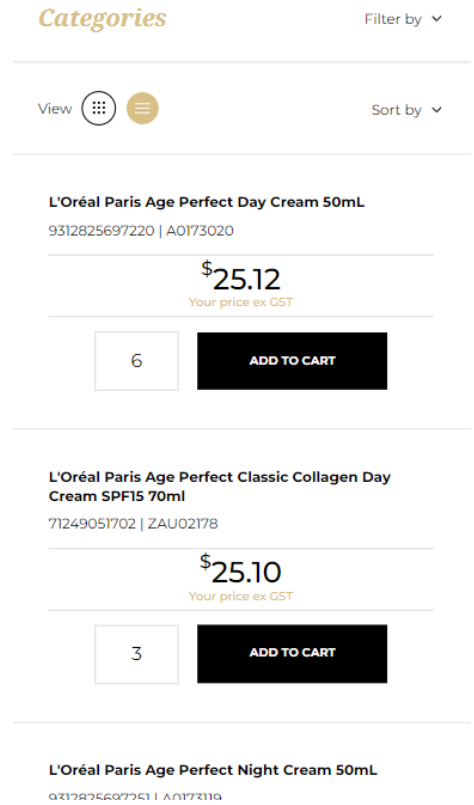
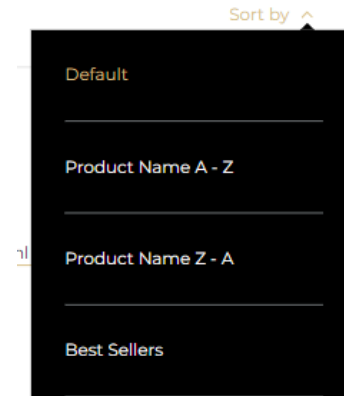
The **Search function** is currently available by product code only. You can use EAN or SAP code eg. 3337875733748 or MB284600. Search will be upgraded shortly to include the ability to search by product names, categories and uses.

Brand pages will default to the **Tile view** and **Default** sorting. You can change this using the View and Sort by controls:

The screenshot displays the L'Oréal Paris product catalogue interface. On the left, there is a 'Categories' sidebar with a list of product categories: COSMETICS, FRAGRANCE, GIFTSETS, HAIRCARE, HAIRCOLOUR, HAIRSTYLING, HEALTH & BEAUTY, and SKINCARE. Below the categories are two buttons: 'Download L'Oréal Paris Order Template' and 'Upload Order Form'. At the top right, there are two yellow buttons: 'View' (with a grid icon) and 'Sort by' (with a dropdown arrow). Two blue arrows point from the text above to these buttons. The main content area shows a grid of product tiles. Each tile includes a product image, a volume indicator (e.g., 50ml, 70ml), the product name, the L'Oréal Paris logo, a price tag (e.g., \$25.12), and an 'ADD TO CART' button. The first three tiles are for 'L'Oréal Paris Age Perfect Day Cream 50mL', 'L'Oréal Paris Age Perfect Classic Collagen Day Cream SPF15 70ml', and 'L'Oréal Paris Age Perfect Night Cream 50mL'. Below these, there are three more tiles, each with a 'LOW STOCK' banner and a product image.

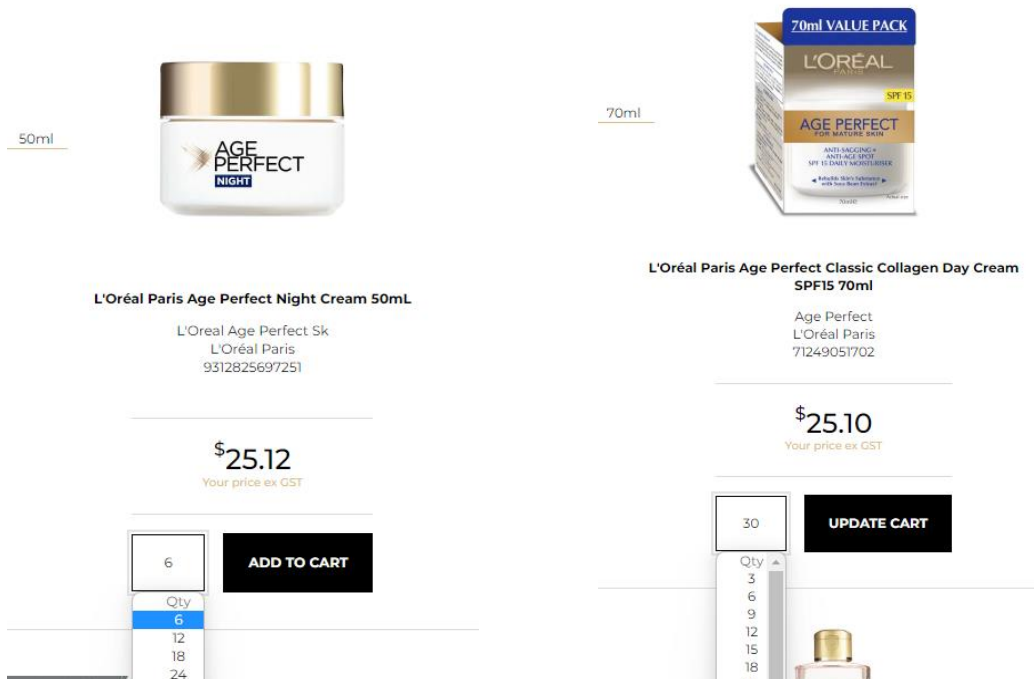
You may wish to use the more compact **List view**, which is useful especially for mobile:

Sort functions available are as follows:



b. Adding Products to Cart

You can [Add to Cart](#) directly from this page. Click on the quantity to adjust how many you want. This dropdown reflects our stock availability and the order multiples for each product. You can also [Update Cart](#) to change quantity for any products you have already added to cart from this page.



c. Product page

If you want more information about a product, simply click on it to view the product page. You will see product images, description, ingredients. You can also [Add to Cart](#) or [Update Cart](#) from this page.

L'Oréal Paris Age Perfect Day Cream 50mL
9312825697220 | A0173020

L'Oréal Paris Age Perfect Day Cream is formulated for mature skin to fight sagging and reduce the appearance of age spots. The formula replenishes the skin overnight and restores the hydration layer of the skin.

\$25.12
Your price incl. GST

6 **UPDATE CART**

Description Ingredients

L'Oréal Paris Age Perfect Day Cream is formulated for mature skin to fight sagging and reduce the appearance of age spots. Enriched with Soya Bean extract which is rich in protein, the Night Cream helps to support the natural production and maintenance of the skin's fibers. The exclusive formula contains Melanin-Block that

At the bottom of the product page, you will also see other **Recommended products**:

Recommended Products

L'Oréal Paris Age Perfect Night Cream 50mL
L'Oréal Age Perfect Sk
L'Oréal Paris
9312825697251

\$25.12
Your price incl. GST

1 **ADD TO CART**

L'Oréal Paris Age Perfect Cleansing Wipes 25pk
Age Perfect
L'Oréal Paris
3600522783169

\$6.44
Your price incl. GST

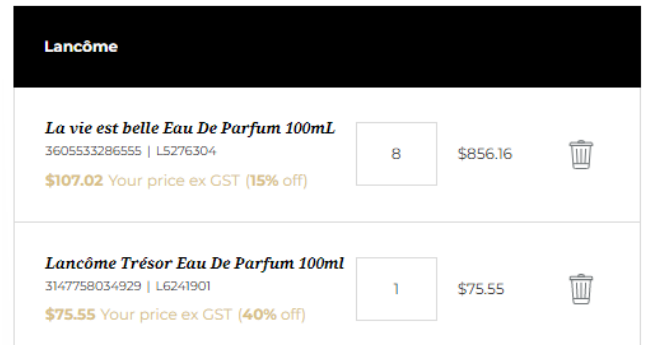
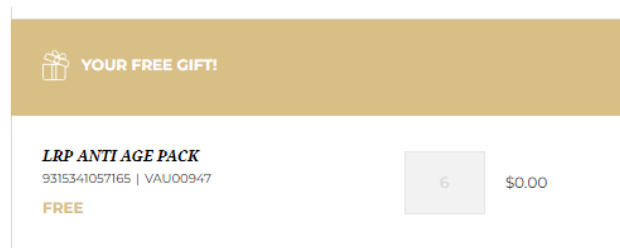
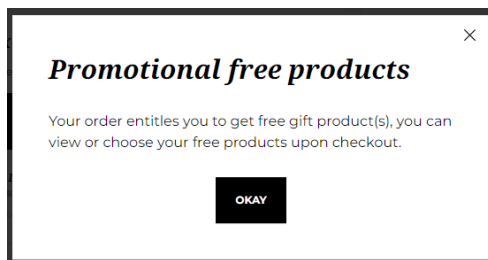
1 **ADD TO CART**

d. Pricing & Promotions

The prices listed when you are logged in is your customer price, excluding GST. The price is for a singular unit of the product.

Once you have added product to your cart, and coupons entered (if required), all applicable promotions will be applied, and the final price will be shown in the checkout. Please note any order minimums for promotions, eg. Buy 12 units get 20% off – the 20% off will not apply until 12 qualifying units have been added to cart.

You may also receive a pop-up message if you have qualified for any free products. The products will then appear in cart.

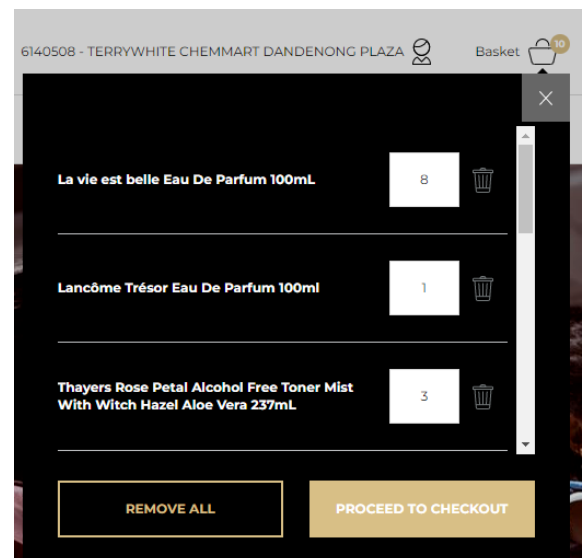
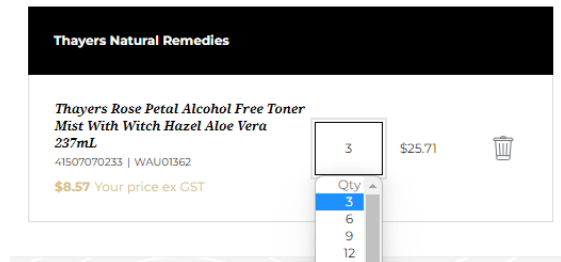


e. Remove all items from Cart

You can edit the quantity of the products in cart the same way you would on the product listing page, using the drop downs.

You can also preview what is in your cart using the dropdown available when you click [Basket](#). This will also allow you to amend the quantity.

You may also wish to [Remove All](#) items from your cart and start fresh.



f. Minimum Order Values and Handling Charges

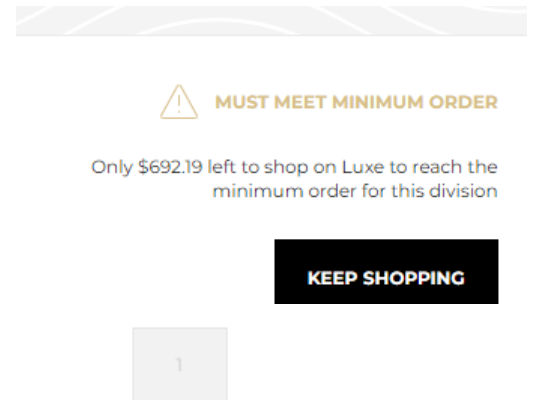
Each L'Oreal division set minimum order values and handling charges for your order. If you haven't met the minimum value for each division in your cart, you will be unable to submit your order.

g. Placing an Order

Once you are ready to finalise your order and if you have reached the minimum order value, click 'Submit My Order'.

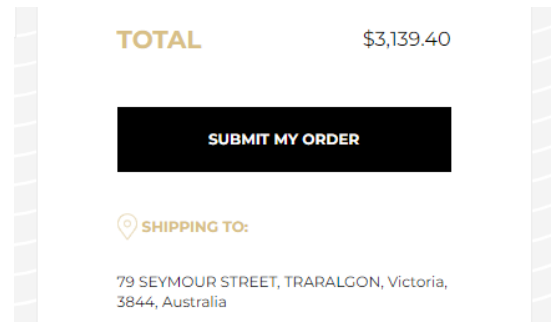
If the button is grey, you either have out of stock products in your cart which need to be removed, or you haven't met order minimums.

Lancôme La Vie Est Belle EDP Tester - 100ml
3605532612904 | L2850605 **OUT OF STOCK.** Please reduce quantity or remove item



If you have access to multiple accounts, please check this before submitting your order, as we will be unable to change this after the order has processed.

You will not be able to change your order once it has been submitted.

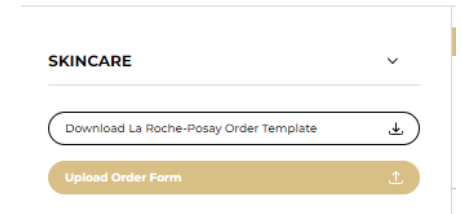


3. Order Forms

With L'Oréal Online Orders, you can upload large orders quickly with Order Forms. This works best on desktop, as you need to use Excel.

1. Download the order form from the left-hand side of the product listing page under *Browse by brand*
2. Download and open the file.
3. Enter the quantity of products you want to order under Order Qty. Anything left blank will not be added to cart.
4. Save the file.
5. On the same page, click *Upload Order Form* and select the file. *Submit*.
6. You will be notified of any issues with what you have ordered and will get the chance to amend it.
7. Once amended, click *Add All to Basket*
8. You will receive confirmation of the products added to cart. Click *Proceed to Checkout* you can continue to edit your cart, including adding other order forms if you wish
9. Once order is complete, *Submit* order via checkout.

Categories



Upload order form

Please confirm your quantity selections below, then click "Add all to basket".

La Roche-Posay Effaclar Anti Acne Salicylic Acid Serum 50mL	2	
You must order this product in multiples of 3.		
La Roche-Posay Effaclar Serum 30mL	3	
Anthelios Invisible Fluid Facial Sunscreen SPF 50+	3	
La Roche Posay Anthelios Tinted Fluid SPF 50+ 50mL	100	
You must order this product in multiples of 3.		

Upload order form

Successfully added 4 of 4 products to your basket.

CLOSE

PROCEED TO CHECKOUT

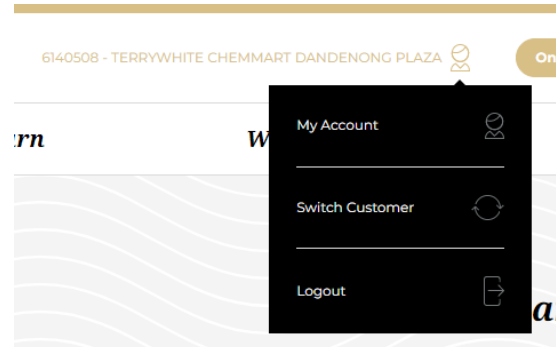
4. Re-Order function – *coming soon*

You will soon be able to copy previous orders into your cart, for fast and easy re-order. Once copied into your cart, you can then amend quantities, remove product, and add new product before submitting the order.

5. My Account

My Account is available by clicking onto your Customer name. Under My Account, you will find:

- your delivery address and contact details
- your sales rep details
- your past orders



a. Order History

My Orders shows your order history, for B2B only. Click to expand and view the order details

b. Tracking Deliveries

Track the status of your orders in the *My Orders* screen. Please note only select areas will have carrier information available. Please allow up to 2-3 business days for the order to be dispatched from the warehouse.

6. Payment Methods

Orders placed on L'Oréal Online Orders abide by the same payment terms as your regular orders. You can pay by direct deposit or via the Online Payment Portal. For more information, click [here](#) or refer to the [Accounts queries contact details](#).

The L'Oréal online payment portal can be accessed here: myaccount.loreal.com.au/
myaccount.loreal.co.nz