

# L'OCCITANE

## EN PROVENCE

### A Message to Our Community:

You are and have forever been the heart of our L'OCCI family. For more than 40 years and through all of life's moments, we've strived to provide you with the finest assortment of natural beauty products and an unforgettable experience of well-being and sensory delight – always personalized just for you!

Today, that same commitment remains firm. Our dedicated team is working hard to raise the bar on your L'OCCITANE experience and to make shopping with us – *whenever* and *however* you prefer to do so – as seamless and enjoyable as possible, even as the world around us continues to rapidly evolve.

As we look ahead, our ambition to have a positive impact on the world and be a force for good is stronger than ever. Our commitment to sustainability is unwavering, and we are continuing to introduce exciting new products with unique benefits for our customers – on top of the 150+ new products we launched in 2020! We are also continuing to innovate our boutiques to serve our local communities in new ways that advance sustainable and eco-friendly beauty.

To put L'OCCITANE in the strongest position for the future, we are taking action now to right-size our store footprint here in the U.S., which will include closing select locations. Rest assured, we remain committed to offering you multiple ways to access our full L'OCCITANE offering – at our boutiques as well as through our easy-to-use and growing online platform.

We encourage you to continue to join us for the same extraordinary L'OCCITANE beauty experience that you know and love, whether it's by [visiting our boutiques](#), [shopping online](#) from the comfort of your own home, connecting with us through our new app, or working hand-in-hand with one of our talented Beauty Advisors to help you find the perfect product. We are continuing to honor all gift cards, special offers and promotions, and store credits, and our return and exchange policies remain the same. As always, our Customer Care Team is here to support you at (888) 623-2880. And we will of course continue to prioritize health and safety in all our boutiques by following our strict COVID-19 protocols.

L'OCCITANE en Provence is the iconic brand it is today – beloved by so many around the world – because of you, and we remain as devoted to you as ever. We thank you for your continued support and look forward to being part of your beauty journey for many years to come!

See you soon,  
Your L'OCCITANE Team