

General terms and conditions of after-sales service (Care Services)

The after-sales service provided by Christian Dior Couture (Care Services) is subject to the following general terms and conditions from the moment the Dior product is deposited at Dior to its collection.

For all repairs, the deposited Dior products to the Care Services will be automatically appraised by our workshops. At the end of this expertise, you may be offered a quote and a repair time.

Christian Dior Couture reserves the right to refuse the repair and/or cleaning of a DIOR product without any consideration or form of compensation or indemnity from Christian Dior Couture.

For all repairs concerning Dior products, a proof of purchase must be provided when the product is deposited. If this is not provided, repairs will be invoiced subject to the specific warranty conditions applicable to the product concerned.

No product may be withdrawn from the Care Services unless the following are provided: (i) the document herein duly signed by you and dated the day the DIOR product was deposited to the Christian Dior Couture Care Service, as well as (ii) a valid piece of ID.

You have a period of two (2) years from the date of the dispatch of the mail, email and/or SMS informing you that the DIOR product is ready for collection from the Care Services to collect the article.

If at the end of this two (2) year period, you have not withdrawn your DIOR product, Christian Dior Couture reserves the right to freely dispose of the article left in its possession.

Your personal data collected through this form are intended for Christian Dior Couture for the management of its Care Services and the care provided to DIOR products.

As per applicable laws and regulations, you shall be entitled to access, correct and delete any data that may relate to you. You may exercise this right at any time by sending us an email at contactdioreu@christiandior.com or by calling our Customer Service at +44 (0) 207 172 0172. You may also contact our Data Protection Officer by email at privacy@christiandior.com.

For any further information about the processing of your personal data, please consult our privacy policy on dior.com.

Should any dispute arise in relation to the Christian Dior Couture Care Services, you have the option, before any legal action, to seek an amicable solution and use the CMAP (Paris Centre for Mediation and Arbitration). For any further information on the mediation process or any other method of alternative dispute resolution, please consult our general sales conditions on dior.com.

Christian Dior Couture attaches great importance to the protection of its intellectual property rights and the respect of the law. Consequently, Christian Dior Couture does not repair items identified as stolen or counterfeit.

In addition, by signing these general terms and conditions, you authorize Christian Dior Couture, if the circumstances warrant it, to (i) retain any infringing items for the purpose of destroying them or for the purpose of judicial investigation and/or, where applicable, as evidence against the infringer or the offender; (ii) to communicate personal data to the competent authorities if required by law or by the same authorities.

If you disagree with all or part of these general terms and conditions, it is your responsibility not to submit your article for repair.

Purchasing items in DIOR stores and from its authorized distributors is the best way to ensure the authenticity of a DIOR product.

Filing date:
Signature:

Withdrawal date:
Signature: