

8:07, Jun 4

Info: Thank you for choosing to chat with us. An agent will be with you shortly.

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Info: You are now chatting with Kiehl's Since 1851.

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Kiehl's Since 1851: Hi there, welcome to Kiehl's Since 1851! I'm a bot, here to help 🙌

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Kiehl's Since 1851: I'm an expert in all things related to skin care and Kiehl's Since 1851. To get started, choose from the options below or ask a question!

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Kiehl's Since 1851: >

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You: cancel an order

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Kiehl's Since 1851: Sounds like you could use a hand with an order related question! One of our agents would be happy to assist you, just type "help" 😊

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Kiehl's Since 1851: Otherwise, let's continue...

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Kiehl's Since 1851: >

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You: help

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Kiehl's Since 1851: You got it! Just a heads up, our wait times are longer than normal right now as we've been helping more customers online. Thanks in advance for your patience 😊

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Kiehl's Since 1851: Okay let's make sure you go to the right person. What type of assistance are you looking for today?

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Kiehl's Since 1851: >

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You: cancel an order

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You: Online Orders

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Kiehl's Since 1851: Sounds like you could use a hand with an order related question! One of our agents would be happy to assist you, just type "help" 😊

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Info: Your chat has been transferred. An agent will be with you shortly for assistance. Thanks for your patience!

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8:10, Jun 4

Info: Thanks for your patience, you are number 1 in queue. An agent will be with you shortly.

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8:10, Jun 4

Info: You are now chatting with Nicole.

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Nicole: Hello! Thank you for contacting Kiehl's Since 1851. With whom do I have the pleasure of chatting today?

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You: regina

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8:11, Jun 4

Nicole: Hello Regina!

How may I assist you today?

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You: hi nicole. i received an email with \$10 off in my Kiehl's Rewards. the email said click the link and the discount will be automatically applied. i went thru the order and completed it. the reward was not applied! i just spend about \$300 with you. now i would like to cancel my order and end my relationship with kieh's. but there's nowhere on your site where i can cancel my order!

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Nicole: I am sorry to hear that. I would be happy to review your order.

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Nicole: May I please have your order number?

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You:

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Nicole: For security purposes, could you please verify your billing address and telephone number?

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You:

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You: 9876543212

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Nicole: I appreciate your patience. Our records indicate the Terms & Conditions of the Kiehl's Rewards program had not been agreed upon online. This needed to be checked to redeem the Rewards program benefits online.

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Nicole: For confirmation, would you like me to cancel your order?

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Nicole: You are able to redeem your Rewards benefits on the first page of checkout, after checking the Terms & Conditions of the program.

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8:19, Jun 4

You: yes, please cancel the order

8:19, Jun 4

8:21, Jun 4

You: how long does it take to show up on my account?

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8:22, Jun 4

Nicole: I have cancelled your order.

You will receive a cancellation notification email within 30-45 minutes.

You were not billed for this order. You will only be billed once an order ships.

The amount you are seeing is a pre-authorization hold. You will see the funds released in 3-5 business days depending on your financial institution. If the method of payment was an International credit card it can take 30-60 days for the funds to be released.

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