



Denise Blaz <deniseblaz@gmail.com>

Steps we're taking to address COVID-19

1 message

Sephora <shop@beauty.sephora.com>
Reply-To: "donotreply@beauty.sephora.com" <donotreply-HP2v400000170cc9a2c5babb47d6e966a3578217@beauty.sephora.com>
To: deniseblaz@gmail.com

Wed, Mar 11, 2020 at 9:37 PM

A note from our CEO.


SEPHORA
**MAKEUP SKINCARE FRAGRANCE SALE**

To our Beauty Community,

As we all continue to monitor the novel coronavirus (COVID-19) situation very closely, we wanted to reach out and share the actions Sephora North America is taking to keep our stores safe and clean for you, our employees, and the community at large. As your trusted partner in beauty, we are committed to delivering the Sephora experience you know and love in an environment that promotes and protects the well-being of all across the US and Canada.

Hygiene standards for our people, store environment, products, and tools are and will always be a top priority. However, as the situation continues to evolve in North America, we have taken additional actions to ensure our entire organization is here to serve you in the safest way possible. All store employees have been trained to uphold and practice these measures, and we are closely following the latest guidance from the CDC, WHO, local governments, and public health agencies.

These enhanced safety measures include:

- **Regularly disinfecting all high-touch areas, including workstations, product displays, and hygiene stations, with a hospital-grade disinfecting cleaner**
- **Increasing accessibility of hand sanitizers for clients and employees at multiple stations across each store to protect the safety of the community in and outside our stores**
- **Cleaning all display testers with disinfectant multiple times per day and replacing as needed. It is, however, advised not to directly apply makeup that may have been used by others, but rather test it on your arm and use a disposable applicator. If you are still unsure, please ask a Beauty Advisor for assistance on how best to test or sample a product.**
- **As a precautionary measure, and for the welfare and safety of our clients and employees, we are suspending all paid and free in-store services, makeup and skincare applications, and classes until further notice. We invite you to engage with our well-trained employees who are happy to teach and coach on how to use and apply product through face charts and tools like our Digital Makeover Guide and Virtual Artist. We will inform any clients with current online bookings of this change, and we look forward to welcoming back our clients in the future.**
- **Increasing weekly deep cleanings of our stores and distribution centers**
- **Ensuring our employees have the information they need to stay healthy or stay at home if they are feeling unwell. We offer sick pay for all full-time and hourly employees, and any employee who is asked to self-quarantine or is quarantined will continue to be paid.**
- **Establishing a dedicated command center in our San Francisco and Toronto offices with representatives from critical business units to guide our organization swiftly in response to this evolving issue and ensure the care of our community**

We are prepared to navigate these challenging circumstances with everyone's safety in mind. While our stores currently remain open for business, we recognize you may choose to shop from home.

In an effort to provide the most inclusive beauty experience and meet our clients' needs during this time, we are waiving standard shipping fees starting now until the end of March on [sephora.com](https://www.sephora.com), [sephora.ca](https://www.sephora.ca), and the Sephora app.

To redeem, please use code **FREESHIP**.*

Thank you for being a loyal Sephora client.

Sincerely,

Jean-André Rougeot
President and CEO, Sephora Americas

*Please see our website for terms and conditions.

[Privacy Policy](#) | [Contact Us](#)

©2020 Sephora USA, Inc., [525 Market Street, Suite 350 San Francisco, CA 94105](#). All rights reserved.

*Free standard shipping offer valid for Beauty Insider members on merchandise purchases made through 11:59pm PT on 3/31/20 on [Sephora.com](https://www.sephora.com) and [Sephora.ca](https://www.sephora.ca). Offer not valid in Sephora US stores, Sephora Canada stores, Sephora inside JCPenney stores, [jcp.com](https://www.jcp.com), previous purchases, PLAY! by Sephora, gift wrapping, packaging, or taxes. Promotion offer has no cash value and may not be altered, sold, or transferred. Sephora in its sole discretion may refuse to redeem any promotion code or offer that it believes in good faith to be fraudulently or improperly obtained and/or that has not been redeemed by the intended recipient of the promotion code or offer. Sephora in its sole discretion reserves the right to invalidate and/or not honor promotion codes or offers that are obtained through any party other than Sephora, including, but not limited to, through third party sites. Not valid on orders shipping outside the US and Canada. Cannot be used in conjunction with discount promotion codes or with Rouge Reward. Sephora and JCPenney employees are not eligible for this offer. Offer is subject to change, alteration, or termination by Sephora at its sole discretion at any time.