

ROUTE INSURANCE

What is Route?

Route is a platform that allows you to visually track **all** of your online orders in one place. Whether you're tracking via the Route App or online Route's real-time shipping updates keep you in the loop throughout every part of your delivery. There is no longer a need to dig through your email for tracking numbers, as Route makes it easier than ever to follow along with your package's journey.

Haven't downloaded the app yet? [Download here](#)

When to use: Route Package Protection Only - No Route Track or Engage enabled

What is Route Protect?

Adding Route Package Protection to your order at checkout means that your order is protected against being lost, damaged, or stolen. In the unfortunate instance that you experience one of these inconveniences, you can report an issue with Route and they will work with you to make sure you get the resolution you prefer.

Purchased Route Protect and need to file a shipping issue? [File here](#)

When to use: Route Package Protection and Visual Tracking

What is Route?

We've partnered with Route—a package protection and tracking solution—to give our customers the best possible delivery experience. Route offers a few options to improve the post-purchase experience.

Route Protect

Route Protect is premium package protection for your online orders. When you add Route Protect at checkout, you can easily file issues for lost, stolen, or damaged packages in the unfortunate case that they arise.

Purchased Route Protect and need to file a shipping issue? [File here](#)

The Route App (Free)

The Route App allows you to visually track **all** of your online orders in one place. No need to dig through your email for tracking numbers—dynamic maps and real-time shipping updates keep you in the loop throughout every part of your delivery.

Haven't downloaded the app yet? [Download here](#)

When to use: to answer general shipping, tracking, and issues questions

Where is my order?

Download Route's mobile app for iOS or Android to visually track your package and receive real-time notifications on its estimated delivery.

Route Refunds vs Reorders

Refunds: When refunding an item, Route covers the subtotal of the order. Shipping costs, taxes, and the Route premium are not included.

Reorders: Route will reorder the items, but please note that items can only be replaced depending on in-stock availability. All reorders have Route Shipping Protection added, for free!

What are Route's Policies?

All policies are listed here

Marked As Delivered (*Stolen*)

- Issues can be approved no earlier than 5 and no later than 15 days from when it was marked delivered
- Orders over \$100 USD require a police report

Stuck In Transit (*Lost*)

- Issues can be approved no earlier than 7 days and no later than 30 days from the last update (US), 60 days from order date
- Issues can be approved no earlier than 20 days and no later than 30 days from the last update (International), 60 days from order date

Damaged

- File issues for damaged items with photos of the package and item (*required*) and no later than 15 days from when it was marked delivered.

What if my order never arrives or is stolen?

To protect your order against loss or theft, add Route package protection at checkout.

When you add Route Protect, you can easily file an issue for a lost, stolen, or damaged package. When you file an issue, it will be reviewed for approval for a reorder or refund within 1-2 business days.

What if my order is damaged?

To protect your order against damage that occurred during shipping, add Route Protect (package protection) at checkout.

When you add Route Protect at checkout, you can easily file an issue for a lost, stolen, or damaged package. When you file an issue, it will be reviewed for approval for a reorder or refund within 1-2 business days.

If your order has defects or you suspect it was damaged during manufacturing, please reach out to us at customercare@kreyolessence.com and we will be happy to work with you to remedy the situation.

How do I file a shipping issue for my lost, stolen or damaged order?

If you insured your order with Route Protect at checkout, you will receive a confirmation email from Route with a link to file a shipping issue.

You can also file a shipping issue on Route's app or via the web here.

Haven't downloaded the app yet? Download here

Does Route Protect cover stolen items?

Yes! When you insure your orders with Route Protect, stolen items are eligible for reorders or refunds.

What are Route's terms and conditions?

Route's terms and conditions are listed here: <https://route.com/terms-and-conditions/>.

Is Route a licensed insurance company?

Yes. Route is a licensed insurance company with SEG Insurance Ltd. as its partner.