



PRESS RELEASE

“Shopping à Distance”, Galeries Lafayette Haussmann’s exclusive, video-supported, remote shopping experience

Paris, November 12, 2020

Throughout this lockdown, although the doors to the Galeries Lafayette Haussmann flagship store are closed, its unique fashion expertise is still available with “Shopping à Distance”. This exclusive, video-supported, remote shopping service brings the unique Boulevard Haussmann in-store experience – including assistance from personal advisors – into customers’ homes.

This distinctive shopping service, which was launched last May on [gallerieslafayette.com](https://www.gallerieslafayette.com), has been enhanced in recent weeks. The experience – from product presentation to secure payment – is now even more seamless and high-end. Key features include:

- Appointment scheduling: customers can book a video call with a brand sales assistant or personal shopper at a time of their choosing, and enjoy expert advice and bespoke help in creating their wish list
- A Luxury & Designers section for an enriched, even more inspiring shopping experience.
- Availability – once the lockdown is lifted – at all Galeries Lafayette’s physical stores, which will be able to offer their customers access to Galeries Lafayette Haussmann’s Luxury & Designers range using the newly deployed omnichannel retail technologies.

Galeries Lafayette Haussmann’s Luxury & Designers department’s most prestigious fashion houses are already involved in the project, including Alexander McQueen, Balenciaga, Bottega Veneta, Chloé, Dior, Isabel Marant, Jacquemus, Moncler, Prada and Saint Laurent.

With the festive season just weeks away, this remote service will make life easier for customers and help them draw up exceptional gift lists.

Bespoke help preparing children’s wish lists for Santa

The “Shopping à Distance” service also includes help from expert Personal Shoppers from the Galeries Lafayette Haussmann “Toys and Games” department so parents can find the best Christmas gift ideas for their children and submit wish lists.

It will feature the most popular kids’ brands, including Corolle, Disney, Doudou and Histoire d’Ours, Epoch d’Enfance, Harry Potter, Hasbro, Lego, Moulin Roty, Papo, Steiff, Vilac and Vtech.

How to use the “Shopping à Distance” service

The service is available from 11am to 6pm Monday to Saturday (except public holidays) on [gallerieslafayette.com](https://www.gallerieslafayette.com). Visitors have three options. They can:



- Contact a sales assistant from a brand in Galeries Lafayette Haussmann's Luxury & Designers department to discover its collections and brand universe in an exclusive setting.
- Schedule a one-to-one live-video appointment with a Galeries Lafayette Personal Shopper to find inspiration and benefit from their expertise.
- Choose from a special selection of items and send their wish list to the store's teams, for direct home delivery.

The standard delivery times then apply, with free delivery for privileged customers.

“Shopping à Distance”, a must-use service available on [galeriesslafayette.com](https://www.galeriesslafayette.com)





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About Galeries Lafayette

The leading department store in France and famous all around the world, Galeries Lafayette has for the past 125 years been the undisputed expert in fashion and events, and strives to make each visit a unique experience, offering French and international customers a constantly renewed selection of the best brands, from the affordable to premium and luxury. Present in the fashion, accessory, interior decoration, fine food and catering segments, the Galeries Lafayette brand is celebrated for its network of 65 stores in France and abroad, its e-commerce website galerieslafayette.com, and its clearance business Galeries Lafayette L'Outlet. Find out more on galerieslafayette.com and on Facebook and Instagram (@galerieslafayette)