



The Noces, Sociedade Unipessoal Lda

Aldeia das Açoteias, lote 29, Apt 510 A, r/d/c, Albufeira, Portugal

Frequently Asked Questions (FAQ)

Our collection

How does the collection work?

The Noces products are inspired by a bohemian chic lifestyle. We aim at providing trendy and functional products and accessories for all who celebrate love and friendship. Limited editions will be unveiled on special occasions, please visit our website www.thenoces.com and follow us on social media to get the latest information on our collection.

How are the products made?

We will offer high-quality products, designed with love and produced with excellence by Malagasy artisans. Each product is unique in itself as it is entirely handmade, using locally purchased materials (raffia palm leaves, zebu horn, cotton etc.) Please be aware that there may be very slight differences for each item - these are mainly related to the materials that will be used (color of the zebu horn, the non-precious gems, etc.). We also ensure that our suppliers all have fair wages and decent working conditions.

How to order a product that is out of stock?

We will restock the products and accessories that belong to our permanent collections. Please feel free to liaise with us by dropping us an email for any questions you may have: hello@thenoces.com. The restocking process may take a bit of time, but be assured that we will do our best to satisfy our customers.

Can I pre-order?

Every new product will be displayed on preview on our website www.thenoces.com and our social media accounts. Pre-ordering is welcome, please drop us an email: hello@thenoces.com and we will arrange everything for you.

Can I order a customized product?

We will be happy to help customize the product, whenever possible. Please drop us an email: hello@thenoces.com and share with us your requirements. We will get in touch as soon as possible. Please note that customization will require extra fees that would be defined according to your requirements. As we would need to allocate extra resources for the production, it will take between 2 to 5 additional weeks from the design to the delivery.

Can I purchase a gift voucher?

Gift vouchers are available online. You just have to choose the amount, make the payment and the lucky one will receive an email to confirm the reception of the voucher.

www.thenoces.com

Email: hello@thenoces.com



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The Shipping Terms

What are the general shipping conditions?

We ship the products twice a week: on Tuesday and on Friday. We use the services of [La Poste](#) (France) and [CTT Correios](#) (Portugal) to better serve our customers. Please refer to their websites for the terms and conditions. For further information in the meantime, please send us an email: hello@thenoces.com .

Return and exchange policy

How do I proceed if the product was damaged on the way?

We make sure that the products we send to you comply with our high-quality standards. However, if the product was damaged during the delivery process, please drop us an email: hello@thenoces.com with a very detailed description of the damage, as well as the pictures. We will get back to you as soon as possible.

How do I exchange / get a refund of a product?

You have fifteen (15) days to return your purchase for an exchange or for a refund, if you are not satisfy with the product. The items must be returned in their original condition and packaging. Upon reception and checking of the items, you will be contacted by our team and you will receive a coupon equaling to the value of your purchase. This coupon, valid for three (3) months, allows you to place a new order in our online shop.

Update: April 2017

www.thenoces.com

Email: hello@thenoces.com