



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 to design accessories that are timeless and functional. Please visit our website [www.thenoces.com](http://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 and hand-made products, designed with love and produced by Malagasy artisans. Each product is unique in itself as it is entirely hand made. 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 raffia, color of the zebu horn, etc.). We also ensure that our suppliers are treated well, with fair wages and decent working conditions.

*How to order a product that is out of stock?*

We will restock our pieces based on our customers' feedback. Please feel free to liaise with us by dropping us an email for any questions you may have: [hello@thenoces.com](mailto:hello@thenoces.com). If you place an order and the product is out of stock, you will be refunded in seven (7 days) if you do not wish to wait for it to be produced.

*Can I pre-order?*

Every new product will be displayed on preview on our website [www.thenoces.com](http://www.thenoces.com) and our social media accounts. Pre-ordering is welcome, please drop us an email: [hello@thenoces.com](mailto:hello@thenoces.com) and we will arrange everything for you. Please note that it may take up to 4 weeks to receive the order in this case.

*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](mailto: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. All customized accessories are all produced in our workshop in Madagascar.

*Can I purchase a gift voucher?*

We do offer gift vouchers on our website. Please choose the amount you wish to offer – 20 Euros, 50 Euros and 100 Euros.

[www.thenoces.com](http://www.thenoces.com)

Email: [support@thenoces.com](mailto:support@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. To ensure the reliability of the logistics, we will use the Portuguese courier [CTT](#) that will guarantee that your shipment will arrive in a timely manner.

We will keep you informed as soon as your products have been sent. A tracking number will be provided so you will know in real time when you can expect the products to arrive at your home.

*Which countries do you deliver to?*

Thanks to the wide network of CTT, we will be able to ship almost everywhere!

If your country is not listed, please drop us an email: [hello@thenoces.com](mailto:hello@thenoces.com) and we will propose an alternative solution for your needs.

*How long does it take to deliver my order?*

Depending on the destination, the delivery may take up to four (4) weeks. You can follow your order by typing your tracking number [here](#). Please note that customs clearance and other issues that are out of our control may occur and may delay the delivery.

*How much will the transportation cost be?*

Depending on the destination, the delivery cost will differ and will be visible after you include the address delivery. We offer free shipping for all purchases over 200 Euros (valid worldwide).

## **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](mailto: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 (14) 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 one (1) year, allows you to place a new order in our online shop.

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[www.thenoces.com](http://www.thenoces.com)

Email: [support@thenoces.com](mailto:support@thenoces.com)