



Nour Hijab: Draped in Elegance. Styled for You

FAQ

Q: What materials are used in your hijabs? A: Our hijabs are made from high-quality fabrics such as chiffon, cotton, jersey, and silk. Each material is selected to ensure comfort, durability, and elegance.

Q: Do you offer customization options? A: No, we do not offer customization options at this time.

Q: What is your return and exchange policy? A: We accept returns and exchanges within 14 days of delivery, provided the items are unworn, unwashed, and in their original packaging. Customized items are non-refundable. For detailed information, refer to our Return and Refund Policy below.

Q: How long does shipping take? A: Shipping within Malaysia typically takes 5-7 business days. Delays may occur during peak seasons.

Q: How can I contact customer support? A: You can reach our customer support team via email at support@nourhijab.com or through our website's contact form.

Q: Are there special care instructions for your hijabs? A: Yes, we recommend hand washing or using a delicate cycle with cold water. Avoid using bleach and tumble drying.

Privacy Policy

At Nour Hijab, we value your privacy and are committed to protecting your personal information.

Information We Collect:

- Name, email address, shipping address, and payment details.
- Browsing and purchase history on our website.

How We Use Your Information:

- To process and fulfill your orders.
- To improve our website and personalize your shopping experience.
- To send promotional emails and updates, if you opt-in.

Data Sharing:

- We do not sell your data. However, we may share it with third-party service providers (e.g., payment processors, shipping companies) solely for order fulfillment.

Cookies and Tracking:

- We use cookies to enhance your browsing experience and analyze website traffic. You can disable cookies through your browser settings.

Data Security:

- We use encryption and secure servers to protect your data.

Your Rights:

- You can request access to, correction of, or deletion of your personal data by contacting us at privacy@nourhijab.com.
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Terms & Conditions

Welcome to Nour Hijab. By using our website, you agree to the following terms and conditions:

1. Use of the Website:

- You must be 18 years or older to make a purchase.
- You agree not to misuse our website or disrupt its operations.

2. Product Information:

- We strive to display accurate product descriptions and images. However, slight variations may occur.

3. Orders and Payments:

- All orders are subject to availability. Prices are listed in RM (Malaysian Ringgit) and may vary based on promotions.
- Payments must be made at the time of purchase using accepted methods.

4. Returns and Refunds:

- Returns and exchanges are accepted within 14 days of delivery for items that are unworn, unwashed, and in their original packaging.
- Refunds will be processed within 7 business days after the returned item is received and inspected.
- Shipping fees are non-refundable.

5. Intellectual Property:

- All content, including logos, images, and designs, is the property of Nour Hijab. Unauthorized use is prohibited.

6. Limitation of Liability:

- We are not liable for delays, damages, or losses caused by circumstances beyond our control.

7. Governing Law:

- These terms are governed by the laws of Malaysia.

Contact Us: For questions or concerns, please contact us at support@nourhijab.com.
