

## **FAQs - Orders**

### **Q: How do I cancel an order?**

If you've already had a confirmation email, it's sadly too late to cancel. Please review the returns policy and get in touch with customer service so they can talk you through your options. Please email [help@support.noli.com](mailto:help@support.noli.com) if you have not yet received your confirmation email and we will support.

### **Q: Can I change my order after placing it?**

Minds change, miss-clicks and mistakes happen, which is why we have a returns policy. If you've already had the confirmation email, it's too late to change anything, so proceed as you would for a return. You can check out the returns policy below.

Please email [help@support.noli.com](mailto:help@support.noli.com) if you have not yet received your confirmation email and we will support.

### **Q: What is the status of my order?**

If you're on the lookout for your goodies, go back to your order email. The email contains a link to track your items. Generally, you can expect to receive your order within 1-2 or 2-3 business days, depending on the delivery option you chose at checkout. Please note that your delivery may take longer to arrive during bank holidays (non-working days).

### **Q: An item is out of stock when will it be available again?**

Our team works tirelessly to ensure the products you love are ready to hit your basket. If you do find something out of stock, it's best to look again in five working days. You might also like to use BeautyDNA to find your next favourite product.

### **Q: How will I know when my order has been dispatched?**

We'll email you as soon as your order has been handed to Royal Mail. The email will include a handy tracking link and you will also get regular updates on the progress of the parcel.

### **Q: I have received a faulty or damaged item, what shall I do?**

We're sorry to hear your experience was anything less than perfect. Please email our customer team so they can get everything sorted for you. Email [help@support.noli.com](mailto:help@support.noli.com).

### **Q: I have received the wrong order or there is an item missing from my order, what shall I do?**

We pack every order like we were applying eyeliner, but smudges and slips happen. If you received the wrong item, get straight on to our customer service team and they will support you. Email: [help@support.noli.com](mailto:help@support.noli.com).

**Q: I have had a reaction to a product I bought, what do I do?**

We're sorry to hear your experience was less than perfect. Please email our customer team so they can get everything sorted for you. Email [help@support.noli.com](mailto:help@support.noli.com).

If you ever experience a medical emergency using a product, please contact your local emergency services.