

FAQs - Shipping & Order Tracking

Q: Do you ship outside of the UK?

For the moment, we only ship within the UK and that doesn't include the Channel Islands or the Isle of Man.

Q: Where is my order?

If you've had a shipping confirmation, you can use the courier's tracking link to see where your order is.

If that doesn't work or you think the courier has lost the parcel, please contact us on help@support.noli.com and we will investigate further.

Q: What are the delivery options and shipping costs?

We offer two delivery options through Royal Mail:

1) Express 24h delivery - typically arrives within 1-2 business days. 2) Standard 48h delivery - typically arrives within 2-3 business days.

Shipping costs depend on the order and exact costs are calculated at checkout. Please note that your delivery may take longer to arrive during bank holidays (non-working days).

Q: Do you deliver to PO boxes?

We currently only deliver to homes and offices within the UK and that doesn't include the Channel Islands or the Isle of Man.