**NICCE Company FAQs**

ORDERING

 1. How can I place an order?

 To place an order for your favorite item you need to:

 - Go to the link of your favorite product.

 - Then select the right Color, Size, Design or another variant.

 - Check the quantity if you would like to order more than 1.

 - Click ’ADD TO CART’ button to proceed to checkout.

 - And finally select the billing method, provide shipping information and an e-mail address to receive confirmation.

 2. How do I know my order has been confirmed?

 You will receive an email containing the details of your order. In this mail, you will be provided with a unique Order ID (eg. #1234), and a listing of the item(s) you have ordered.

 3. What should I do if I didn’t receive confirmation?

We always recommend to our valued customers to check SPAM/FOLDER if you have not received an order confirmation. If you still do not see it there, please feel free to contact our customer support and we’ll send it again right away.

4. How do I cancel an order?

 If you need to change or cancel your order, please contact us immediately to everythingnicce@gmail.com and it MUST be before 24 hours has passed that is the time we take to process the order. We process and ship orders quickly (we’re fast!). Once our warehouse has processed your order, we will be unable to make any changes.

 **Please note that any orders that have already been packed or shipped cannot be canceled.**

5. How can I pay for my order?

We offer safe shopping and accept payment via Paypal, Credit card or Debit card. So you can choose the most suitable one for you. All of our transactions are based in US Dollars. If your credit card is based in another currency, your order total will be calculated in accordance with the daily exchange rate of the date your card issuer processes the transaction.

6. What currency are your prices listed in?

 All prices listed on mirroressentials.com are listed in US Dollar.

7. How secure is my personal information?

 The NICCE Company adheres to highest industry standards to protect your personal information. Your credit card information and personal details are encrypted during transmission using SSL (secure socket layer technology) and PCI compliant Level 1, which is widely used on the Internet for processing payments. We don’t sell, lease or otherwise distribute any personal customer information.

**SHIPPING INFORMATION**

1. Where is the item coming from?

 The majority of our inventory is sold from our warehouses in China with a select few items from other distributors in other countries including in the United States. That being said, sometimes your order may come in different packages at different times.

 2. Where do you ship and how much it cost?

We provide shipping to the United States & Canada at this time. The product price does not include shipping cost. The online system will generate a shipping fee for your order.

3. How long will my order will take to be delivered?

 We currently ship in the United States & Canada so it will depend on your country of residence as not all of our merchandise ship from the same warehouse. We want to make sure you get your items as quickly as possible so we process orders between Monday and Friday. Orders will be processed within 2-3 business days from the order date and shipped the next day after the processing day. Please note that we don't ship on weekends.

 According to our results on delivering more than 50.000 orders, it may take anywhere from 10 - 40 days on average. This is highly dependent on the customs and import process in your country. Please understand that the shipping timeframe is a safe estimate and most items are **received 5-7 business after processing.** Below are the most typical time frames for your region:

|  |  |
| --- | --- |
|  Location  | Estimated Shipping Time |
|  The United States  | 10-25 days |
|  Canada  | 20-35 days |

Please note this can be affected due to Holidays, weather conditions and others and also we are not responsible for delays caused by the customs department in your country.

 Customs & Regulations

 You are responsible for checking your local postal regulations for restricted items, as we cannot be held liable for any items that are not accepted into the specific country.

 4. How can I track my order?

 We will send you the tracking code of your orders to the e-mail provided within 5-7 business days after the purchase. This email will also guide you how to track your package. Please note that the tracking information will be displayed 8-10 business days after you receiving that e-mail.

 Please contact us if you do not receive tracking confirmation within those days.

 5. Why am I not able to track my order?

 Please note that tracking information will be displayed 8-10 business days after being updated due to Customs. If a tracking number is not searchable after this period of time, there are several possible causes:

 The shipping company has not yet updated the most recent delivery information on their website; the tracking code is wrong; the parcel has been delivered a long time ago and the shipping company has removed it from the tracking code history.

 We suggest you can contact our Customer Service in those situations and we will provide you with your tracking number. We will contact the delivery company on your behalf and you will be informed once there is further information.

 Please kindly note the international shipping takes time, for China Post it usually takes about 3-5 weeks and 1-3 weeks by ePacket. It may don't have any updates on the internet, but actually, your package is still on the move, just be patient and track your package a few days later.

 6. The courier tried to deliver the package but I wasn't at home, what should I do?

 Please contact the courier. Usually, they will resend your package the next working day, but sometimes they just ask you to pick up your package at their office.

 7. I ordered multiple items but I have only received one/some of them. Why?

 We do our best to reduce costs on your end so that you do not have to pay high taxes/premiums to get your items! If you ordered multiple items from us, it is highly likely that the goods will be shipped in several packages. Please allow some time for all of your items to arrive.

 8. I tracked down my order and the status says Return to Sender, what should I do?

 In the event that the parcels were returned to us, please contact us immediately so we can arrange to send you a replacement.

 As the receiver it will be your sole responsibility to track your order and submit necessary requirements to the customs or courier otherwise if the order has been tagged as return to sender or unsuccessful delivery due to the receiver not being able to follow-up or have not submitted the necessary requirements or notification to the courier, we are not able to process any replacement for free and you may need to place the order again.

 9. The tracking site says Delivered but I haven’t received my order yet.

 Please note that we provide a tracking number to each customer. It is customer’s responsibility to track down their orders. Kindly contact your local post office if the parcel arrived at your destination country. Please contact our Customer Service for further assistance. We are not responsible for any stolen packages.

 **Delivery**

 Your local customs office may require additional documents and time to clear your package, which may delay the estimated delivery time.

 Your order may be delivered to you by either the local post office or a local courier. Depending on your area, most orders will be delivered by your local postal service, so the package will be received with your regular mail. If you are not home when the delivery is made, a notice card may be left by the postal service to advise on how and where your delivery can be collected.

10. Will I be charged with customs and taxes?

 The prices displayed on our site are tax-free in US Dollars, which means you may be liable to pay for duties and taxes once you receive your order.

 Import taxes, duties and related customs fees may be charged once your order arrives at its final destination, which is determined by your local customs office.

 Payment of these charges and taxes are your responsibility and will not be covered by us. We are not responsible for delays caused by the customs department in your country. For further details of charges, please contact your local customs office.

 **RETURNS**

1. What is your return policy?

 If there’s something wrong with your order (defective product, incorrect order, damaged order etc.), please contact us within 5 days from receiving your order and we’ll be happy to assist you in reviewing the case and if it is approved we will be sending a replacement. Please do not return anything before we review the case, our customer service team will review the request and will send further instructions. The NICCE Company reserves the right to deny any return request.

2. When are returns NOT possible?

 If you have placed an order with a wrong item/address; you need to contact our customer services in order to receive the appropriate resolution. You’re not eligible for a return for the following reasons:

* The order is NOT corrected within 24 hours.
* The product is NOT broken or it is not defective or is damaged because of use or
* The product is NOT in the same condition as you received it.
* Received the correct item.
* Non-returnable merchandise include: sale products, fajas, workout clothing, leggings and bodysuits.
* We reserve the right to refuse any exchange that does not meet our requirements including any signs of wear.
* Customer is responsible for shipping fees to send the order back to N.I.C.C.E Bodies online. Shipping fees are not refundable.

 3. How long is the return process?

 Processing returns may take up to 15 business days from the day we received your return request. We will email you to confirm once your return has been processed.