

DELIVERY AND SHIPMENT

1 GENERAL

Here you will find what you need to know about your delivery regarding purchases of our physical products made through our website, www.ncscolour.com. For more information, please visit our [FAQ page](#). If you have any further questions, feel free to contact us through info@ncscolour.com. We strive to respond to your inquiries as quickly as possible.

If you could not find the information you are looking for, or if you have any further questions regarding your delivery, please contact our customer service sending us an e-mail to info@ncscolour.com.

2 DO YOU SHIP TO MY COUNTRY?

We ship our products to most locations worldwide. The order will be delivered to the delivery address specified by you in the order.

3 DELIVERY TIME

The shipment lead time varies and depends on what country that the product shall be delivered to as well as the shipping methods available and selected. The available shipping methods for your order will be presented to you during the order process.

The available shipping methods are *Standard* or *Express* delivery.

Our estimated standard shipment lead times currently are:

Standard delivery

Sweden: 1-3 business days (*)

Germany: 1-5 business days (*)

Other countries: 1-10 business days (*)

Express delivery

Sweden: 1-2 business days (*)

Germany: 1-2 business days (*)

Other countries: 1-3 business days (*)

(*) Orders placed after 12.30 Monday-Thursday and 11.00 on Friday will be handled and shipped the following business day.

Please note that we always strive to deliver in accordance with the estimated shipment lead time. However, please note that the estimated shipment lead times are provided as guidelines only and commence from the date of your order's dispatch. Please also note that the estimated shipment lead times do not take into account any possible delays caused by payment authorisation and/or stock availability.

4 SHIPPING COST

The shipping costs that will apply are calculated and presented to you during checkout stage and depends on the chosen shipping provider and delivery method.

Shipping costs are non-refundable. Further, the shipping costs do not include any customs, duties, fees or taxes that may be due when the package reaches the country of destination. Any such charges are at your own expense.

In the event that an order is delivered to a pick-up point and you fail to retrieve the package in time, we reserve the right to take out a fee to cover any additional costs.

5 TRACK YOUR ORDER

A shipping confirmation e-mail will be provided to you upon your order's dispatch from our warehouse, with all relevant information about the shipping of your order. To track your order, please use the tracking number that is included in the shipment confirmation e-mail.

If you have not yet received the shipment confirmation e-mail, it means that your package hasn't been dispatched. You will receive the e-mail as soon as your order has left the warehouse.

Please note that it can take up to 24 hours for the tracking to be updated.