

FAQ

GENERAL

What is noon softspace?

We are a design company aiming to help mothers, and mothers-to-be, in creating a harmonious atmosphere for their loved ones. Please read more on [about noon](#) page.

How do I know if my products are in stock?

All items on our website are in stock, unless otherwise stated.

If you have any specific questions concerning the availability of items please email noon@noonsoftspace.com.

Can you be contacted by phone?

Yes.

You can call us for additional information on our product range or other inquiries you may have.

We welcome your feedback and suggestions knowing they will help us to continue providing top quality products that fit your lifestyle.

You can contact us on +41 78 7346662 or email us at noon@noonsoftspace.com.

How can one become a distributor or a wholesaler of Noon's products?

Please send an email to noon@noonsoftspace.com with all the relevant information and we will get back to you as soon as possible.

FAQ about TERMS AND CONDITIONS, ORDERS, PRIVACY, SHIPPING AND RETURNS POLICIES

Please read our [terms and conditions](#) before placing an order.

By using this website and/or placing an order, YOU AGREE TO BE BOUND BY ITS TERMS AND CONDITIONS OF USE.

How do I place an order?

So simple: there are two ways to order, either order and pay via PayPal or by sending us an email.

Order via PayPal:

We chose PayPal to be our ordering system since it is the safest and easiest way to pay.

It is not necessary to open an account with PayPal in order to pay.

You can always cancel or modify your order and return to noon softspace website as long as you didn't approve the payment .

At the top of our website you may find the “e-shop” icon. A click on it will bring you to our ordering page in a new window. From this page you may pick whichever item you wish to purchase by clicking on the “add to cart” icon. This will create you a shopping cart in PayPal. In your cart you can view your selected items, the quantity and the amount to be paid. You may also remove items from your cart and update it.

Once you are satisfied with your order, you may proceed to checkout. Then you can either pay with any credit card or with your PayPal account.

Please advise the PayPal website for more information about the payment process through their system www.paypal.com.

Order by email:

If, for any reason, you feel more comfortable with placing an order by email, you are welcome to do so.

Simply send us an email to noon@noonsoftspace.com with the list of items you wish to order. Please provide us with all relevant details such as: full name, phone numbers, billing and delivery addresses.

In this case, our confirmation email will include our bank account details for payment.

You may change or cancel your order only before it was treated.

Do you ship overseas?

We can ship anywhere that you are or need a gift to go.

While placing an order please choose your shipping costs in our ordering page.

You can check the shipping costs and delivery time in our [Shipping info](#) page.

Please note that the burden of duties and taxes associated with international orders, will be carried by the purchaser.

What are the shipping costs?

Within Switzerland, deliveries are free of charge.

Worldwide Flat Rate Shipping for only 7 euros.

Currently, all parcels are sent economy by Swiss Post, unless otherwise requested. You can check the delivery time in our [Shipping info](#) page.

Other requests should be made by email to noon@noonsoftspace.com.

What is your returns policy?

We are totally certain that we offer the best quality of products. However, if you are not pleased with your purchase, you can benefit from our FREE RETURN POLICY. You may cancel your order within 14 days from delivery date, without stating a reason, by returning the goods to noon softspace Sarl, Avenue du Lemman 29, 1025 Saint Sulpice, Switzerland.

Shipping costs, or other costs associated with the return like taxes, duties, etc., will not be refunded.

For further information, please refer to our [terms and conditions](#).

INFORMATION ABOUT OUR PRODUCTS

What are your products made of?

All noon softspace's products are made of the highest quality cotton. The fabrics are carefully selected and imported from the USA. They are mainly manufactured in Japan but some are manufactured in the USA.

How reliable are the photos of the products and the fabric colours?

We make every effort to display our products and the colours as accurately as possible, so that "what you see is what you get".

However, the actual colours may depend on your computer's screen and its configuration.

How do I care for my products?

With proper cleaning and care, our products will maintain their colours and quality. Please follow the wash instructions on each item you have purchased before washing it.

If doubt, it is generally safe to machine wash, separately in cold water, as the products are made of 100% cotton. Do not use bleach or tumble dry. Iron as appropriate.

What size are the products?

The size is indicated in the product's description.

Do you offer a gift wrapping service?

All orders are wrapped in our special non-woven gift wrapping.

Can I add a card to my order?

It will be our pleasure to add a personal wish card to your order. Just make sure to write us the text which should be written on your card in the message box after proceeding to checkout.