

Shipping Policy

At **Inocia.shop**, we aim to deliver your items as quickly and efficiently as possible. Please review our shipping terms below:

Standard Shipping

- Items are processed and shipped within **7-10 business days** after your order is placed and payment is confirmed.
- Custom dress orders follow the specific timeline outlined in the Custom Dress Policy (see below).

Delivery

- Delivery times vary based on location and shipping carrier.
- Tracking information will be provided once your order ships.

Shipping Costs

- Shipping fees are calculated at checkout based on the delivery address and package weight.

Lost or Stolen Packages

- **Inocia.shop** is **not responsible for lost, stolen, or damaged packages** once shipped. If issues arise, please contact the carrier directly.

Custom Dress Policy

(Custom dress terms are integrated here for easy access.)

- **Deposits:** All deposits are non-refundable after 7 days. Deposits are used to purchase materials for your custom design.
- **Final Sale:** Once production begins, all sales are final. No returns or exchanges will be accepted.
- **Measurements:** Clients are responsible for submitting accurate measurements via the **Dress Measurement** app.
- **Shipping:** Shipping is included in the final price and depends on location. Once shipped, Inocia is not liable for lost or stolen packages.
- **Timeline:** Orders must be placed at least **30 days in advance** of the required date. (For full details, refer to the full Custom Dress Policy above.)