

Noera Collection

Compliance-Focused E-Commerce Policy Package

Women's Perfume | Canada-Wide Online Retail

Website	ateliernoera.com
Business Address	Vancouver, BC, Canada
Customer Support	noeraproducts@gmail.com
Last Updated	2026-01-16

Compliance Research Summary

This package was drafted for Noera Collection, an online women's perfume retailer based in Vancouver, BC, Canada. It focuses on Canadian and British Columbia rules and best practices that commonly apply to an e-commerce fragrance business.

The major compliance areas considered include Canadian and BC privacy requirements, online sales and distance-sales disclosures, refunds and returns, shipping and delivery, advertising and pricing, email/SMS marketing, cookies and tracking, payment and fraud prevention, cosmetics and fragrance labelling, allergy and flammability warnings, intellectual property, accessibility, and customer-facing website disclosures.

The policies use customer-friendly language while preserving strict operational terms, including Noera Collection's Canada-wide shipping position and a 48-hour post-delivery review period for return/refund requests.

Customer-facing policy position

Customers have 48 hours from carrier-confirmed delivery to review their order and contact noeraproducts@gmail.com if they are not satisfied. Approved returns receive a prepaid shipping label paid by Noera Collection and a full refund once processed. After 48 hours, sales are final except where required by applicable law.

Documents Included

- 1 Privacy Policy
- 2 Terms and Conditions
- 3 Shipping Policy
- 4 Return and Refund Policy
- 5 Cookie Policy
- 6 Perfume, Fragrance, Allergy, and Product Use Disclaimer
- 7 Email/SMS Marketing Consent Policy
- 8 Compliance Checklist for Noera Collection
- 9 Sources Consulted

1. Privacy Policy

Last updated: 2026-01-16

Business name: Noera Collection

Business address: Vancouver, BC, Canada

Website: ateliernoera.com

Customer support: noeraproducts@gmail.com

Compliance classification

Required / compliance-critical: Collection, use, disclosure, consent, safeguards, access/correction rights, retention, privacy contact, cookies/tracking disclosure, and service-provider sharing.

Recommended best practice: Fraud-prevention explanation, account security guidance, international service-provider notice, children's privacy statement, privacy updates, and privacy request procedures.

1.1 Introduction

Noera Collection respects your privacy. This Privacy Policy explains how we collect, use, disclose, store, and protect personal information when you visit ateliernoera.com, create an account, place an order, contact us, subscribe to marketing, or otherwise interact with Noera Collection.

This Privacy Policy is intended to support compliance with applicable Canadian and British Columbia private-sector privacy requirements.

1.2 Personal Information We Collect

- **Account and contact information:** name, email address, phone number, billing address, shipping address, account login details, and communication preferences.
- **Order information:** products purchased, order history, cart details, delivery method, returns, refunds, exchanges, customer-service records, and transaction-related communications.
- **Payment information:** payment information is processed by third-party payment providers. Noera Collection does not intentionally store full credit-card numbers unless permitted through a secure payment provider.
- **Website and device information:** IP address, browser type, device type, operating system, pages viewed, referring pages, approximate location, cookie identifiers, and analytics information.
- **Marketing information:** email/SMS subscription status, consent records, promotional preferences, abandoned-cart interactions, and engagement with emails or advertisements.
- **Customer support information:** messages, photos, documents, product concerns, allergy/sensitivity reports, and information needed to respond to your request.

1.3 How We Collect Personal Information

We collect personal information when you visit or use the website, create an account, place an order, subscribe to email or SMS marketing, contact customer support, submit feedback, interact with our advertising or social media, use discount codes, or allow cookies, pixels, analytics tools, or similar technologies.

1.4 Why We Use Personal Information

- To process, confirm, fulfill, ship, and deliver orders;

- To communicate about orders, shipping, returns, exchanges, refunds, and customer service;
- To create and manage customer accounts;
- To process payments and help prevent fraud, chargebacks, abuse, and unauthorized transactions;
- To send marketing communications where we have consent or are otherwise permitted by law;
- To personalize website content, product recommendations, and promotional offers;
- To improve our website, products, customer experience, advertising, and operations;
- To manage reviews, feedback, promotions, and loyalty programs;
- To detect security incidents and protect our website and customers;
- To comply with legal, tax, accounting, regulatory, product-safety, and recordkeeping obligations.

1.5 Consent

By providing personal information to Noera Collection, you consent to our collection, use, and disclosure of that information for the purposes described in this Privacy Policy or otherwise disclosed at the time of collection.

Some information is necessary to provide products and services. For example, we need your name, shipping address, contact information, and order details to fulfill an order. If you choose not to provide required information, we may not be able to process your order or provide certain services.

For non-essential uses, such as marketing emails, SMS marketing, analytics, or advertising cookies where required, we will obtain consent or provide choices as required by law. You may withdraw consent at any time, subject to legal or contractual limits and reasonable notice.

1.6 How We Share Personal Information

Noera Collection may share personal information with trusted service providers and partners who help us operate our business, including:

- Website hosting and e-commerce platform providers;
- Payment processors and fraud-prevention providers;
- Shipping carriers, fulfillment providers, and delivery partners;
- Email, SMS, and customer-service platforms;
- Analytics, cookie, advertising, and retargeting providers;
- Accountants, legal advisors, insurers, and professional service providers;
- Government, regulatory, law-enforcement, or safety authorities where required or permitted by law;
- Successors or parties involved in a business transaction, such as a merger, restructuring, sale, or financing.

Noera Collection does not sell personal information in the ordinary sense. We may use advertising pixels, cookies, or similar technologies that may be considered sharing information for advertising or analytics purposes depending on applicable law and platform rules.

1.7 Payment Processing and Fraud Prevention

Payments are processed through third-party payment processors. These providers may collect and process payment information under their own privacy and security practices.

To protect Noera Collection and customers, we may use fraud-prevention tools that evaluate order details such as billing address, shipping address, IP address, device information, payment status, order history, and unusual activity patterns. We may cancel, hold, or request additional verification for orders that appear suspicious, unauthorized, or high-risk.

1.8 Cookies, Analytics, and Advertising Technologies

Noera Collection uses cookies, pixels, tags, and similar technologies to keep the website functioning, remember cart and account preferences, understand website traffic and performance, improve product pages and checkout, measure advertising performance, deliver or limit relevant advertising, and support abandoned-cart reminders where permitted.

You can manage cookies through your browser settings or through any cookie banner/preferences tool available on our website. Disabling cookies may affect website functionality. For more details, see our Cookie Policy.

1.9 Email and SMS Marketing

If you subscribe to Noera Collection marketing emails or SMS messages, we may send updates about products, offers, promotions, launches, reminders, and brand news. You can unsubscribe from marketing emails by using the unsubscribe link in the email. You can opt out of SMS marketing by following the instructions in the text message, such as replying STOP where supported.

Transactional messages about your order, delivery, account, returns, safety notices, or customer-service requests may still be sent where permitted by law.

1.10 Retention of Personal Information

We keep personal information only as long as reasonably necessary for the purposes described in this Privacy Policy, including order fulfillment, customer service, legal compliance, tax/accounting records, fraud prevention, dispute resolution, and business operations. When information is no longer required, we will delete, anonymize, or securely dispose of it, subject to legal and operational requirements.

1.11 Security

Noera Collection uses reasonable administrative, technical, and physical safeguards designed to protect personal information against unauthorized access, use, disclosure, loss, theft, or alteration. No method of online transmission or storage is completely secure. Customers are responsible for keeping account passwords confidential and notifying us promptly of any suspected unauthorized account activity.

1.12 Access, Correction, and Privacy Requests

You may request access to personal information we hold about you, ask us to correct inaccurate information, withdraw consent, or ask questions about our privacy practices. We may need to verify your identity before responding to certain requests.

Contact Noera Collection

Noera Collection, Vancouver, BC, Canada | Website: ateliernoera.com | Email: noeraproducts@gmail.com

1.13 International Processing

Some service providers may process or store information outside British Columbia or outside Canada. Where this occurs, your information may be subject to the laws of the jurisdiction where it is processed or stored.

1.14 Children's Privacy

Noera Collection is intended for customers who can legally make purchases online. We do not knowingly collect personal information from children under 13. If we learn that we have collected personal information from a child without appropriate consent, we will take reasonable steps to delete it.

1.15 Changes to This Privacy Policy

We may update this Privacy Policy from time to time. The updated version will be posted on ateliernoera.com with a revised Last updated date. If changes are material, we may provide additional notice where appropriate.

2. Terms and Conditions

Last updated: 2026-01-16

Business name: Noera Collection

Business address: Vancouver, BC, Canada

Website: ateliernoera.com

Customer support: noeraproducts@gmail.com

Compliance classification

Required / compliance-critical: Product descriptions, pricing/currency/taxes, order confirmation, delivery arrangements, cancellation/return/refund policy, payment authorization, consumer-law rights, and website use restrictions.

Recommended best practice: Account security, promotion rules, intellectual property, fraud prevention, user content, governing law, limitation of liability, and force majeure.

2.1 Acceptance of Terms

By accessing or using ateliernoera.com, creating an account, placing an order, or purchasing products from Noera Collection, you agree to these Terms and Conditions, our Privacy Policy, Shipping Policy, Return and Refund Policy, Cookie Policy, and any other policies posted on our website. If you do not agree, please do not use the website or place an order.

2.2 About Noera Collection

Noera Collection is an e-commerce retailer of women's perfume and fragrance products. Business name: Noera Collection. Business address: Vancouver, BC, Canada. Website: ateliernoera.com. Customer support: noeraproducts@gmail.com.

2.3 Eligibility

You must be legally capable of entering into a binding contract to purchase from Noera Collection. By placing an order, you confirm that the information you provide is accurate and that you are authorized to use the payment method provided.

2.4 Products

Noera Collection sells perfume and fragrance products for personal cosmetic use. Product descriptions, images, fragrance notes, sizes, ingredients, and packaging details are provided for general information. We try to ensure that all product information is accurate and current, but minor differences may occur due to lighting, screen settings, packaging updates, supplier changes, or product reformulations.

Fragrance perception is personal and may vary based on skin chemistry, environment, application method, and individual sensitivity.

2.5 Product Safety and Use

Perfumes and fragrance products are for external use only. Do not ingest. Avoid contact with eyes, mucous membranes, broken skin, irritated skin, or freshly shaved areas. Keep out of reach of children and pets. Stop using the product if irritation or discomfort occurs. Perfume may contain alcohol and other flammable ingredients. Keep away from heat, flames, sparks, and direct sunlight. Do not spray near open flame or ignition sources.

2.6 Pricing, Currency, Taxes, and Fees

All prices are listed in Canadian dollars (CAD) unless otherwise stated. Applicable taxes, shipping charges, and any additional fees will be shown at checkout before you confirm your purchase. Noera Collection aims to avoid misleading pricing and will not intentionally hide mandatory fees.

Prices, promotions, and product availability may change without notice, but changes will not affect orders already accepted unless required by law or due to an obvious error.

2.7 Promotions, Discount Codes, and Offers

Promotions, discount codes, gifts with purchase, bundles, and limited-time offers are subject to the terms displayed with the offer. Unless stated otherwise, discount codes cannot be combined, promotions have no cash value, and promotions may be limited to certain products, dates, quantities, regions, or customer groups.

Noera Collection may correct or cancel promotions affected by technical errors, abuse, fraud, or obvious mistakes. Promotional items may need to be returned if the qualifying purchase is returned.

2.8 Orders and Order Acceptance

After placing an order, you may receive an order confirmation email. This confirms that we received your order, but it does not necessarily mean the order has been accepted.

Noera Collection reserves the right to refuse, cancel, or limit an order where a product is unavailable, payment is declined or reversed, order information is inaccurate or incomplete, fraud or unauthorized activity is suspected, a pricing/product/technical error occurred, shipping restrictions apply, or the order violates these Terms or applicable law.

If we cancel an order after payment has been taken, we will issue a refund for the cancelled portion.

2.9 Payment

You agree to provide current, complete, and accurate payment and billing information. By submitting payment information, you represent that you are authorized to use the payment method. Payments may be processed by third-party payment providers. Noera Collection is not responsible for payment-provider outages, declined transactions, bank fees, card issuer decisions, or payment holds outside our control.

2.10 Shipping and Delivery

Noera Collection ships across Canada. Shipping options, estimated delivery times, shipping costs, and available delivery locations are shown at checkout or in our Shipping Policy. Perfume products may be subject to carrier restrictions because fragrance products may contain flammable ingredients. Shipping methods may be limited by carrier rules, destination, packaging requirements, weather, safety rules, or regulatory requirements.

Unless a signature-required service is selected and confirmed, delivery may occur by carrier mailbox delivery, community mailbox, parcel locker, building reception, concierge, doorstep delivery, safe-drop, or another delivery method made available by the carrier. By selecting a shipping method at checkout, you agree to the disclosed delivery arrangement for that method.

2.11 Returns, Refunds, Exchanges, and Cancellations

Customers have 48 hours from carrier-confirmed delivery to review their order and contact noeraproducts@gmail.com if they are not satisfied. Approved returns receive a prepaid shipping label paid by Noera Collection and a full refund once processed. After the 48-hour review period, all sales are final except where required by applicable law.

Returns, refunds, exchanges, and cancellations are governed by our Return and Refund Policy. Nothing in these Terms limits any non-waivable rights you may have under applicable consumer protection laws.

2.12 Account Registration

You may need to create an account to access certain features or place an order. You agree to provide accurate information and keep your login details secure. You are responsible for activity under your account unless the activity results from Noera Collection's failure to use reasonable safeguards. We may suspend or close accounts that appear fraudulent, abusive, inaccurate, or in violation of these Terms.

2.13 Website Use

You agree not to use the website for unlawful, fraudulent, harmful, or abusive purposes; interfere with website security or functionality; scrape or misuse website content; submit false information or fake reviews; infringe intellectual property or privacy rights; or attempt unauthorized access to accounts, systems, or data.

2.14 Customer Reviews and User Content

If you submit reviews, photos, comments, or other content, you grant Noera Collection a non-exclusive, royalty-free right to use, display, reproduce, edit, and share that content for website, marketing, and business purposes, unless prohibited by law. You agree that your content will be truthful, based on your genuine experience, and will not be unlawful, misleading, defamatory, infringing, abusive, or deceptive. Noera Collection may remove or moderate content at its discretion.

2.15 Intellectual Property

All website content, including text, product descriptions, images, logos, designs, graphics, brand names, videos, layout, and other materials, is owned by or licensed to Noera Collection and is protected by intellectual property laws. You may not copy, reproduce, modify, distribute, sell, or exploit any website content without written permission from Noera Collection.

2.16 Third-Party Links and Services

The website may include links or integrations with third-party services, including payment providers, shipping carriers, social media platforms, analytics providers, or advertising platforms. Noera Collection is not responsible for third-party websites, platforms, policies, or practices. Your use of third-party services may be subject to their own terms and privacy policies.

2.17 Disclaimer of Warranties

The website and products are provided on an as available basis, subject to applicable law. Noera Collection does not guarantee that the website will always be uninterrupted or error-free, product images will display identically on every device, a fragrance will smell the same on every person, or a product will meet every personal preference, expectation, or sensitivity. This disclaimer does not exclude any warranties, guarantees, or rights that cannot be excluded under applicable law.

2.18 Limitation of Liability

To the maximum extent permitted by law, Noera Collection and its owners, employees, contractors, suppliers, and service providers will not be liable for indirect, incidental, special, consequential, punitive, or exemplary damages, including lost profits, lost data, lost business, or reputational harm.

Noera Collection's total liability for a claim relating to a product or order will not exceed the amount paid for the product or order giving rise to the claim, except where prohibited by law. Nothing in these Terms limits liability that cannot legally be limited.

2.19 Indemnity

You agree to indemnify and hold harmless Noera Collection from claims, losses, damages, liabilities, costs, and expenses arising from your misuse of the website, violation of these Terms, unlawful conduct, fraud, or infringement of third-party rights.

2.20 Force Majeure

Noera Collection is not responsible for delays or failures caused by events outside our reasonable control, including carrier delays, weather, natural disasters, labour disruptions, supply shortages, technical outages, payment processor issues, customs delays, regulatory changes, or emergencies.

2.21 Governing Law

These Terms are governed by the laws of British Columbia and the applicable laws of Canada. Any disputes will be handled in British Columbia, unless applicable consumer protection law gives you rights in another jurisdiction.

2.22 Changes to These Terms

We may update these Terms from time to time. The updated version will be posted on ateliernoera.com with a revised Last updated date. Continued use of the website after changes are posted means you accept the updated Terms.

3. Shipping Policy

Last updated: 2026-01-16

Business name: Noera Collection

Business address: Vancouver, BC, Canada

Website: ateliernoera.com

Customer support: noeraproducts@gmail.com

Compliance classification

Required / compliance-critical: Shipping costs, currency, delivery method, place of delivery, estimated delivery/supply date, carrier delivery method disclosure, and cancellation rights where goods are not supplied as required.

Recommended best practice: Perfume dangerous-goods warning, processing times, tracking, lost package process, damaged package process, weather/carrier delays, and remote-area restrictions.

3.1 Where We Ship

Noera Collection ships orders across Canada. At this time, we do not offer international shipping unless expressly stated at checkout or confirmed in writing by Noera Collection.

Perfume and fragrance products may be subject to carrier restrictions because they may contain alcohol or other flammable ingredients. For this reason, certain shipping methods, destinations, or delivery options may be unavailable.

3.2 Processing Time

Orders are typically processed within [insert processing time, e.g., 1-3 business days], excluding weekends and holidays. Processing times may be longer during product launches, high-volume periods, weather events, payment reviews, inventory checks, or carrier disruptions.

3.3 Shipping Rates and Currency

Shipping rates are shown at checkout before you confirm your purchase. All prices are listed in Canadian dollars (CAD) unless otherwise stated. Taxes, shipping charges, and any applicable fees will be disclosed at checkout.

3.4 Delivery Estimates

Estimated delivery times are provided at checkout or in your shipping confirmation. Delivery estimates are not guaranteed unless expressly stated. Delivery may be delayed by carrier volume, weather, remote-area service limitations, incorrect or incomplete addresses, payment verification, product safety or carrier restrictions, customs or import inspections, or events outside our control.

3.5 Perfume and Carrier Restrictions

Perfume and fragrance products may contain alcohol or other flammable ingredients. Because of this, some shipping methods may not be available. Noera Collection may change the shipping method, hold an order, cancel an order, or contact you for more information if a shipment cannot be safely or legally transported by the selected carrier.

Customers must not return perfume products using a shipping method that is not approved for fragrance or flammable products. If a return is approved, we will provide return instructions and a prepaid return label where applicable.

3.6 Delivery Method

Depending on the shipping option and carrier, delivery may be completed by hand delivery, mailbox or community mailbox delivery, parcel locker, building concierge or reception, doorstep or safe-drop delivery, signature-required delivery if selected or required, or pickup point/carrier depot pickup.

By placing an order and selecting a shipping method, you agree to the delivery arrangements disclosed for that shipping method. If you require signature delivery, contact us before placing your order or select the signature option if available.

3.7 Tracking

When tracking is available, we will send tracking details to the email or phone number provided at checkout. Customers are responsible for monitoring tracking updates and collecting packages promptly.

3.8 Incorrect or Incomplete Address

Customers are responsible for providing a complete and accurate shipping address. Noera Collection is not responsible for delays, failed deliveries, returned packages, or lost packages caused by incorrect or incomplete address information provided by the customer.

If a package is returned to us due to address issues, refusal, non-pickup, or carrier return, we may offer reshipment at the customer's expense or issue a refund minus non-refundable shipping charges, subject to applicable law.

3.9 Lost, Stolen, or Marked-Delivered Packages

If tracking shows that a package was delivered but you cannot locate it, check your mailbox, parcel locker, front desk, concierge, mailroom, porch, side door, nearby delivery areas, household members, building staff, and neighbours. Then contact the carrier using the tracking number.

You may contact Noera Collection at noeraproducts@gmail.com for assistance. Return or refund requests must be made within the 48-hour review period described in our Return and Refund Policy, except where required by applicable law.

3.10 Damaged Packages

If your order arrives damaged, contact noeraproducts@gmail.com within 48 hours of delivery with your order number, photos of the outer package, photos of the damaged item, photos of packing materials, and a description of the issue. Please keep the product and packaging until we confirm next steps.

3.11 Order Not Received by Expected Date

If an order is not delivered within the disclosed supply date or legally applicable timeframe, customers may have cancellation and refund rights under applicable consumer protection laws. Contact noeraproducts@gmail.com for assistance.

4. Return and Refund Policy

Last updated: 2026-01-16

Business name: Noera Collection

Business address: Vancouver, BC, Canada

Website: ateliernoera.com

Customer support: noeraproducts@gmail.com

Compliance classification

Required / compliance-critical: Clear return/refund/cancellation terms before checkout, wrong/damaged item resolution, legal cancellation rights for missing contract/delivery issues, and refund handling where legally required.

Recommended best practice: 48-hour review window, prepaid return labels for approved returns, hygiene/integrity limits, return authorization, photos for damage claims, return abuse prevention, and strict final-sale language after 48 hours.

4.1 Overview

Noera Collection is committed to providing a clear, fair, and professional return process. Because we sell personal-use fragrance products, returns and refunds are subject to strict time limits for product integrity, hygiene, safety, and inventory-control reasons.

Customers have 48 hours from the carrier-confirmed delivery date and time to review their order and contact us if they are not satisfied.

After this 48-hour review period has expired, Noera Collection does not accept returns, exchanges, cancellations, or refund requests, except where required by applicable law.

4.2 48-Hour Review Period

Customers must inspect their order promptly after delivery. If you are not satisfied with your product, you must contact us at noeraproducts@gmail.com within 48 hours of the carrier-confirmed delivery date and time.

If the carrier provides only a delivery date and no delivery time, the return request must be received no later than 11:59 p.m. Pacific Time on the second calendar day after the delivery date.

To request a return, you must provide your order number, full name used on the order, product name, reason for the return request, and photos of the product and packaging if requested.

Requests submitted after the 48-hour review period will be considered final and will not be eligible for return or refund, except where required by applicable law.

4.3 Approved Returns

If your return request is approved within the 48-hour review period, Noera Collection will provide a prepaid shipping label. The cost of the approved return label will be paid by Noera Collection.

Customers must use the return shipping label provided by Noera Collection. Customers should not attempt to return perfume products using their own shipping method unless we have given written approval.

Returned products must be sent back promptly after the return label is issued. Products must be returned in the condition reasonably expected after inspection and must not be excessively used, damaged, altered, emptied, refilled, contaminated, or tampered with.

Noera Collection reserves the right to refuse a refund if the returned product is not received, is materially different from the item originally shipped, has been abused, has been substantially used, or has been returned in a condition inconsistent with a normal product review.

4.4 Refund Amount

For approved returns requested within the 48-hour review period, Noera Collection will provide a full refund once the return is received and processed. Where a prepaid return label is issued by Noera Collection, Noera Collection will cover the cost of return shipping.

Refunds will be issued to the original payment method where possible. Processing times may vary depending on your bank, credit-card provider, or payment processor.

4.5 Final Sale After 48 Hours

All orders become final 48 hours after confirmed delivery. After that period, Noera Collection does not offer refunds, returns, exchanges, store credit, or cancellations for reasons including, but not limited to:

- Change of mind;
- Personal scent preference;
- Sensitivity to fragrance notes;
- Failure to inspect the product within the review period;
- Gift recipient preference;
- Accidental purchase;
- Incorrect product selected by the customer;
- Delayed return request.

This does not limit any rights you may have under applicable consumer protection laws.

4.6 Damaged, Incorrect, or Missing Products

If your product arrives damaged, incorrect, or missing, you must contact us within 48 hours of delivery at noeraproducts@gmail.com. Please include your order number and clear photos of the package, product, and any damage or issue.

If Noera Collection confirms that an incorrect, damaged, or defective product was supplied, we may provide a replacement, refund, or other appropriate remedy depending on the circumstances and applicable law.

4.7 Allergy, Sensitivity, and Personal Preference

Fragrance experience is personal and may vary depending on body chemistry, skin type, environment, application method, and individual sensitivity. Customers are responsible for reviewing product descriptions, ingredients, fragrance notes, and warnings before purchasing.

If you have allergies, asthma, fragrance sensitivity, eczema, migraines, or other sensitivities, you should review the product information carefully and consult a qualified professional before use. Refund requests related to scent preference or individual sensitivity must still be submitted within the 48-hour review period.

4.8 Return Abuse and Fraud Prevention

Noera Collection reserves the right to refuse returns, cancel orders, or restrict future purchases where we reasonably suspect fraud, abuse of the return process, excessive return activity, tampering, false claims, chargeback abuse, or misuse of our policies.

4.9 Legal Rights

Nothing in this policy limits or excludes any rights that cannot be limited or excluded under applicable Canadian or British Columbia consumer protection laws.

5. Cookie Policy

Last updated: 2026-01-16

Business name: Noera Collection

Business address: Vancouver, BC, Canada

Website: ateliernoera.com

Customer support: noeraproducts@gmail.com

Compliance classification

Required / compliance-critical: Disclosure of tracking technologies, purposes, meaningful consent choices where required, and controls for non-essential cookies and behavioural advertising.

Recommended best practice: Cookie categories, consent banner, analytics/ads provider list, browser controls, preference centre, and advertising preference guidance.

5.1 What Are Cookies?

Cookies are small files placed on your browser or device when you visit a website. Similar technologies include pixels, tags, beacons, SDKs, local storage, and tracking scripts. Noera Collection uses cookies and similar technologies on ateliernoera.com to operate the website, improve customer experience, understand performance, and support marketing.

5.2 Types of Cookies We Use

Essential Cookies

These cookies are necessary for the website to function. They may support cart functionality, checkout, account login, security, fraud prevention, page navigation, and website stability. You may not be able to disable essential cookies without affecting the website.

Preference Cookies

These cookies remember choices such as region, currency, language, login state, or display preferences.

Analytics Cookies

These cookies help us understand how visitors use the website, including pages viewed, traffic sources, time on site, and checkout performance.

Advertising and Retargeting Cookies

These cookies may help us measure advertising performance, show relevant ads, limit repeated ads, create audiences, or retarget visitors who viewed products or abandoned carts.

Email/SMS and Conversion Tracking

Some technologies may help measure whether a customer opened an email, clicked a link, completed checkout, or interacted with a campaign.

5.3 Why We Use Cookies

- To operate and secure the website;
- To keep items in your cart;

- To complete checkout;
- To remember preferences;
- To improve website design and product pages;
- To measure advertising and marketing performance;
- To understand customer interest in products;
- To detect fraud, abuse, and technical problems;
- To support abandoned-cart reminders where permitted.

5.4 Third-Party Cookies

Some cookies may be placed by third-party providers, such as e-commerce platform providers, payment and fraud-prevention providers, analytics providers, advertising platforms, email and SMS marketing providers, and social media platforms. These third parties may process information according to their own privacy policies.

5.5 Managing Cookies

You can manage cookies by using our cookie banner or preference centre if available, adjusting your browser settings, blocking or deleting cookies, using device-level privacy settings, or adjusting advertising preferences on platforms such as Google, Meta, TikTok, or Pinterest, if applicable. Disabling cookies may affect website functionality, including cart, checkout, login, and personalization features.

5.6 Behavioural Advertising Choices

Where required, Noera Collection will provide a choice for non-essential advertising or behavioural tracking technologies. If you opt out of advertising cookies, you may still see ads, but they may be less relevant or less personalized.

5.7 Updates to This Cookie Policy

We may update this Cookie Policy from time to time. Updates will be posted on ateliernoera.com with a revised Last updated date.

6. Perfume, Fragrance, Allergy, and Product Use Disclaimer

Last updated: 2026-01-16

Business name: Noera Collection

Business address: Vancouver, BC, Canada

Website: ateliernoera.com

Customer support: noeraproducts@gmail.com

Compliance classification

Required / compliance-critical: Product safety warnings where hazards exist, avoid misleading health claims, external-use warning, flammability warning where applicable, ingredient/allergen transparency, and proper-use instructions.

Recommended best practice: Patch testing, sensitivity warnings, storage guidance, individual scent-variation notice, no-medical-advice statement, and discontinue-use instructions.

6.1 General Product Use

Noera Collection perfumes and fragrance products are intended for external cosmetic use only. Do not ingest. Do not use in eyes, mouth, mucous membranes, open wounds, broken skin, irritated skin, or freshly shaved areas. Keep out of reach of children and pets.

6.2 Allergies and Sensitivities

Perfume products may contain fragrance ingredients, alcohol, essential oils, aroma compounds, botanical ingredients, preservatives, colourants, or other ingredients that may cause irritation or allergic reactions in some individuals.

Customers with allergies, asthma, eczema, migraines, fragrance sensitivity, sensitive skin, pregnancy-related sensitivities, or known ingredient sensitivities should review product ingredients before use and consult a qualified health professional if unsure.

6.3 Patch Testing Recommended

Before regular use, apply a small amount of product to a limited area of skin and wait 24 hours. Do not continue use if redness, burning, itching, swelling, rash, headache, breathing discomfort, or other irritation occurs.

6.4 Stop Use if Irritation Occurs

Stop using the product immediately if irritation, discomfort, allergic reaction, or unusual symptoms occur. Seek medical attention if symptoms are severe, persistent, or involve breathing difficulty, swelling, or eye exposure.

6.5 Flammability Warning

Perfume may contain alcohol or other flammable ingredients. Keep away from heat, sparks, open flame, lit candles, smoking materials, hot surfaces, direct sunlight, and high-temperature storage areas. Do not spray near flame or ignition sources. Allow product to dry before exposure to heat or flame.

6.6 Storage

Store perfume in a cool, dry place away from direct sunlight, excessive heat, humidity, children, and pets. Improper storage may affect fragrance quality, appearance, evaporation, or product performance.

6.7 Fragrance Experience May Vary

Fragrance may smell different from person to person due to skin chemistry, temperature, application amount, environment, clothing, and personal scent perception. Noera Collection does not guarantee that a fragrance will smell identical on every customer or meet every personal preference.

6.8 No Medical Claims

Noera Collection perfume products are not intended to diagnose, treat, cure, prevent, or manage any disease, medical condition, skin condition, emotional condition, or health concern. Any descriptions of mood, elegance, confidence, freshness, sensuality, luxury, or similar impressions are cosmetic, sensory, and marketing descriptions only.

6.9 Ingredient Information

Ingredient information is provided on product packaging and/or product pages where available. Ingredients may change due to supplier updates, reformulation, regulatory requirements, or packaging updates. Customers should always review the ingredient list on the product packaging before use.

6.10 Product Packaging and Label Information

Customers should follow all warnings, directions, cautions, and ingredient information on the product label and packaging. If information on the website differs from the product packaging, contact Noera Collection before use.

7. Email/SMS Marketing Consent Policy

Last updated: 2026-01-16

Business name: Noera Collection

Business address: Vancouver, BC, Canada

Website: ateliernoera.com

Customer support: noeraproducts@gmail.com

Compliance classification

Required / compliance-critical: Consent for commercial electronic messages, identification of sender, unsubscribe mechanism, consent records, SMS opt-out, and distinction between transactional and promotional messages.

Recommended best practice: Double opt-in, quiet hours, frequency estimate, abandoned-cart disclosure, consent logs, and platform compliance review.

7.1 Overview

Noera Collection may send email and SMS messages to customers and subscribers in accordance with Canada's Anti-Spam Legislation and other applicable laws. Marketing messages may include product launches, restocks, promotions, offers, abandoned-cart reminders, fragrance education, brand news, and event updates.

7.2 Consent

Noera Collection sends promotional emails and SMS messages only where we have consent or are otherwise permitted by law. Consent may be collected when you subscribe through a website form, check a marketing consent box at checkout, enter a promotion or giveaway, create an account and opt in, provide your email or phone number for marketing purposes, or otherwise agree to receive promotional messages.

Consent is not required for certain transactional or service-related messages where permitted by law, such as order confirmations, shipping updates, payment notices, customer-service replies, safety notices, recall notices, or important account information.

7.3 Express Consent Language

Suggested consent wording

By entering your email and/or phone number, you agree to receive marketing messages from Noera Collection, including product updates, promotions, offers, and cart reminders. Message frequency may vary. You can unsubscribe at any time. For SMS, reply STOP to opt out where supported. See our Privacy Policy and Terms.

7.4 Identification in Messages

Marketing messages from Noera Collection will identify Noera Collection as the sender and provide contact information or a link where customers can identify and contact us.

7.5 Unsubscribe and Opt-Out

You can unsubscribe from marketing emails by clicking the unsubscribe link in any marketing email. You can opt out of SMS marketing by following the instructions in the message, such as replying STOP where supported. We will process unsubscribe requests as required by law. You may still receive transactional or service-related messages related to orders, accounts, safety, or legal obligations.

7.6 SMS Terms

By opting into SMS marketing, you agree that message frequency may vary; message and data rates may apply depending on your mobile provider; consent is not a condition of purchase unless expressly stated for a specific feature; you can opt out at any time; and delivery of SMS messages may depend on mobile carrier networks and is not guaranteed.

7.7 Abandoned Cart Messages

If you provide your email or phone number and consent where required, Noera Collection may send abandoned-cart reminders about items left in your cart. You can opt out of these messages using the unsubscribe or STOP instructions.

7.8 Consent Records

Noera Collection may keep records of marketing consent, including signup date, source, IP address, form used, phone number, email address, and unsubscribe status, to support compliance.

7.9 Third-Party Marketing Platforms

Noera Collection may use third-party email or SMS platforms to send messages and manage consent. These providers process information on our behalf and may have their own privacy practices.

8. Compliance Checklist for Noera Collection

Last updated: 2026-01-16

Business name: Noera Collection

Business address: Vancouver, BC, Canada

Website: ateliernoera.com

Customer support: noeraproducts@gmail.com

8.1 Website Legal Pages

- Publish Privacy Policy.
- Publish Terms and Conditions.
- Publish Shipping Policy.
- Publish Return and Refund Policy.
- Publish Cookie Policy.
- Publish Perfume/Fragrance Disclaimer.
- Publish Email/SMS Marketing Consent Policy.
- Use 2026-01-16 as the Last updated date on each policy.
- Use noeraproducts@gmail.com as the customer support and privacy contact unless a separate privacy email is created.
- Add these policies to the website footer and checkout flow.

8.2 BC Online Sales / Distance Sales

- Show detailed product descriptions before checkout.
- Show currency as CAD.
- Show product price, taxes, shipping, and fees before checkout.
- Avoid hidden mandatory fees.
- Show delivery method and estimated delivery/supply date.
- Show return/refund/cancellation policy before checkout.
- Send order receipt/contract by email promptly after purchase.
- Make sure order receipts include customer info, business info, product details, total price, currency, taxes/fees, delivery arrangements, supply date, and return/refund policy.

8.3 Privacy Compliance

- Appoint a person responsible for privacy compliance.
- Map all personal information collected through the website.
- Confirm all third-party apps that access customer data.
- Confirm payment processor privacy/security terms.
- Confirm email/SMS provider compliance settings.

- Use consent checkboxes for marketing.
- Keep records of consent.
- Add a cookie banner or preference tool for non-essential tracking.
- Offer an access/correction request process where applicable.
- Create internal retention and deletion rules.
- Create a privacy breach response process.

8.4 CASL Email/SMS Marketing

- Use unchecked opt-in boxes for marketing consent.
- Do not bundle marketing consent with purchase unless legally reviewed.
- Include sender identification in every marketing message.
- Include unsubscribe link in every marketing email.
- Include SMS STOP/opt-out instructions where supported.
- Keep consent logs.
- Separate transactional messages from promotional messages.
- Review abandoned-cart flows for consent compliance.

8.5 Advertising, Pricing, and Promotions

- Ensure all product claims are accurate and substantiated.
- Avoid medical, therapeutic, or guaranteed-effect claims.
- Avoid misleading sale or comparison pricing.
- Avoid drip pricing; disclose mandatory fees early.
- Clearly disclose promotion conditions.
- Clearly disclose influencer, affiliate, gifted, or paid relationships.
- Use genuine customer reviews only.
- Do not edit reviews in a misleading way.
- Keep written permission for testimonials or influencer content.

8.6 Perfume / Cosmetic Compliance

- Confirm whether Noera Collection is manufacturer, importer, distributor, or reseller for each product.
- If manufacturing, importing, or selling under own brand, confirm Cosmetic Notification Form responsibilities with Health Canada.
- Keep formula and ingredient records.
- Confirm ingredients against Health Canada's Cosmetic Ingredient Hotlist.
- Confirm labels include product identity.
- Confirm labels include net quantity in metric units.
- Confirm required bilingual information where applicable.
- Confirm dealer/manufacturer identity and principal place of business appear on label.

- Confirm ingredient list uses acceptable INCI/fragrance terminology.
- Confirm parfum/fragrance disclosure is used correctly.
- Confirm fragrance allergens are disclosed where required.
- Confirm avoidable hazards/cautions appear in English and French where required.
- Confirm flammability warnings where applicable.
- Maintain supplier safety/compliance documents.
- Monitor Health Canada recall and cosmetic safety updates.

8.7 Shipping and Dangerous Goods

- Confirm each perfume's alcohol/flame classification.
- Confirm the selected carrier accepts perfume/fragrance shipments.
- Avoid unsupported air shipping if product is restricted.
- Use carrier-approved packaging and labels where required.
- Create return-shipping instructions for fragrance products.
- Avoid telling customers to mail back perfume unless the method is compliant.
- Review Canada Post, UPS, FedEx, DHL, or courier rules before enabling shipping methods.
- Keep Canada-wide shipping settings consistent with actual carrier availability.

8.8 Accessibility and Website Best Practices

- Use readable fonts and sufficient contrast.
- Add alt text to product images.
- Ensure keyboard-friendly navigation.
- Use clear checkout forms and error messages.
- Make policies easy to find in the footer and checkout.
- Use plain-language product warnings.
- Make unsubscribe links visible.
- Consider WCAG 2.1 or 2.2 AA as a practical accessibility benchmark.

9. Sources Consulted

Office of the Privacy Commissioner of Canada	PIPEDA fair information principles and business privacy guidance
Reference:	https://www.priv.gc.ca/en/privacy-topics/privacy-laws-in-canada/the-personal-information-protection-and-electronic-documents-act-pipeda/
Government of British Columbia	Personal Information Protection Act (PIPA)
Reference:	https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/03063_01
Consumer Protection BC	Distance sales / online contract disclosure and cancellation rules
Reference:	https://www.consumerprotectionbc.ca/selling-online-contract-rules-for-businesses/
CRTC	Canada's Anti-Spam Legislation (CASL) guidance and FAQ
Reference:	https://crtc.gc.ca/eng/com500/faq500.htm
Competition Bureau Canada	Misleading representations, deceptive marketing practices, and drip pricing
Reference:	https://competition-bureau.canada.ca/en/deceptive-marketing-practices
Health Canada	Regulatory information for cosmetics and cosmetic notification requirements
Reference:	https://www.canada.ca/en/health-canada/services/consumer-product-safety/cosmetics/regulatory-information.html
Health Canada	Industry Guide for the labelling of cosmetics
Reference:	https://www.canada.ca/en/health-canada/services/consumer-product-safety/reports-publications/industry-professionals/labelling-cosmetics.html
Health Canada	Cosmetic Ingredient Hotlist
Reference:	https://www.canada.ca/en/health-canada/services/consumer-product-safety/cosmetics/cosmetic-ingredient-hotlist-prohibited-restricted-ingredients/hotlist.html
Canada Post	Dangerous goods overview and non-mailable matter guidance
Reference:	https://www.canadapost-postescanada.ca/cpc/en/support/articles/non-mailable-matter/dangerous-goods-overview.page

End of policy package.