FAQ
We have prepared a list with the most frequently asked questions. Did you not find the answer you are looking for? You can contact us via info@ct-lashes.com and one of our team members will get in contact with you shortly.

Account questions
Q: Why do I have to create an account?
A: By creating a personal account your shopping experience with CT Lashes will improve significantly. This way you can view your orders, check your order status, create return tickets, create a shopping wish list and you can manage your personal data. Without an account this wouldn't be possible.

Q: How can I create an account?
A: You can easily create an account by selecting the 'Register' button in the upper right corner of your screen. You can register by using your email-address and a password which is to be selected by you. After you have registered yourself you will receive an email which confirms your account.

Q: What are the benefits of having an account?
A: By creating an account it is much easier to place your orders, as you won't have to fill out your personal data, shipping information and invoice details. This speeds subsequently speeds up the time needed to complete the order and the payment. Besides that it is possible to view your orders, check your order status, create return tickets and create a shopping wish list with your personal account.

Q: How can I change my account information?
A: You can change your account information by selecting the log-in button on the upper right side of your screen, or 'My Account' in case you are already logged in. On this page you can change your password, email-address, shipping address and invoice address.

Q: How does CT Lashes safeguard my privacy?
A: CT Lashes respects the privacy of all their website users and has created clear guidelines on this in a Privacy Policy. You will find this policy here [insert link].

Q: How can I remove my account?
A: In case you want to remove your account you can go to your personal page by logging in and selecting 'My Account' on the upper right side of your screen. Here you will find a button which allows you to remove your account

Ordering and payment
Q: How can I place an order?
A: You can place the articles you want to order by selecting the button 'Add to bag'. You can add multiple products to your shopping bag. In the upper right corner of your screen you will find your bag, here you can either select 'View bag' or 'Pay now' to view your order or place your order straight away. You will first get to see an overview of all the articles you have placed in your shopping bag and you can still adjust this if you wish you to do so. Subsequently you can select the 'Complete order' button and you will proceed to the checkout menu. With your account you can proceed to the payment straight away. Once your order is placed you will receive a confirmation via email.

Q: I have placed an order but didn't receive a confirmation. What should I do now?
A: If your order was completed successfully you will receive a confirmation email straight away. In case you didn't receive this email it likely ended up in your spam box. Can you not find the email there either? Log in to your account, here you can

find an overview of all your orders and their status. In case the order is not there it means that the transaction didn't take place. You can thus place a new order. In case you still have questions about this, please contact us.

Q: Where can I see what the status of my order is?
A: To see the status of your order you have to log in to your account. Here you will find an overview of the orders you have placed and their current status. Besides that you will find the number of the order, date the order was placed and more relevant information regarding the order.

Q: Can I still modify my order after placing it?
A: It is not possible to cancel an order after the payment is completed. However you do hold the right to return the articles up to 14 days after receipt of the order.

Q: I have ordered an article which now seems to be out of stock. How is that possible?
A: We try to show the stock in our webstore in the most accurate way possible. However, sometimes an article proves to be sold out after ordering due to a difference in the system's stock and the actual stock. This can for example happen due to damaged goods or errors made in the warehouse. In case this occurs we will contact you to inform you.

Q: Which methods of payment does CT Lashes offer?
A: In our webstore you can pay safely with the following methods of payment:
- PayPal
- Credit card

Q: Are there costs attached to the different methods of payment?
A: If you pay with PayPal there are no costs attached to your payment. For payments with credit card this will depend on your bank.

Q: How can I be sure that my payment was successful?
A: If your payment was successful you will receive a confirmation email which confirms your order. In case you didn't receive this email it likely ended up in your spam box. Can you not find the email there either? Log in to your account, here you can find an overview of all your orders and their status. In case the order is not there it means that the transaction didn't take place. You can thus place a new order. In case you still have questions about this, please contact us.

Shipment and delivery
Q: Does CT Lashes charge for shipping?
A: Shipment within Italy is free for orders of €120,- and up
Shipment within The Netherlands is free for orders of €100 and up
Shipment within the rest of Europe is free for orders of €150 and up
With regards to shipment to the rest of the world shipping charges will me for the buyer himself