

Frequently Asked Questions (FAQs)

1. Do I need to have an official account with the brand?

Yes, every subscriber must have their own official account registered with the brand. If you don't have an account, please create one.

2. What is required for the shipping address?

You need to have a local address where your purchases will be shipped. Ensure that this address is up-to-date and accurate when making your purchases. **Deliveries to P.O. boxes or forwarding companies are not allowed.**

3. How do I receive real-time notifications for desired items?

All notifications are sent via WhatsApp in real time as soon as items become available, ensuring you can act quickly to secure your purchase.

4. Are there any purchase limits?

Yes, there are purchase limits depending on the brand. *For example*, Hermès has updated its guidelines in 2023, limiting each account to purchasing no more than two leather bags within a six-month period. We recommend reviewing the brand's online policies to ensure compliance with their specific terms and conditions.

5. How does the purchasing process work?

To secure your desired items, we recommend logging into your account before the update times to avoid checkout delays. All payments are processed immediately using credit/debit cards, PayPal, or Apple Pay, with 3D Secure **providing additional verification if needed.** After payment is verified, you'll receive an order summary email. In some cases, the brand's online team may call you for further verification to ensure compliance with their terms and conditions. **Your order will be dispatched only after final confirmation.**

6. What payment methods can I use?

Payments are accepted via credit/debit cards (Visa®, Mastercard®, Maestro®, American Express®, JCB®) with 3D Secure, PayPal, and Apple Pay.

7. Are orders processed immediately?

Orders are usually processed and approved on the same day, depending on the time the order is placed. For example, if an order is placed after 6 p.m., it may not be approved until the next day. If you've reached the purchase limit, you will likely receive a cancellation notice within a few hours, as there are automated rules in place to enforce this.

8. What happens if my payment is declined?

Payment declines are usually due to bank-related issues. Please verify with your bank to check if a charge was attempted. You can then retry the payment with a different card.



9. Can I use a credit card with a billing address that doesn't match the shipping address?

Yes, you can use a credit card with a billing address that differs from the shipping address. However, the shipping address must match the one provided on the website. If the shipping address is linked to a forwarding company, the order will be canceled.

10. Can I collect my purchase in store?

You can choose to collect your order from a selected Hermès store within the country. After placing your order, it will typically be ready for collection within 2-4 business days. You will receive an email notification when your order is available for pickup. To collect your order, bring the notification email (either printed or on your phone) and a valid ID. If someone else is collecting the order on your behalf, they must bring the email, a written authorization from you, their ID, and a copy of your ID. Orders must be collected within two weeks of receiving the email, or they may be canceled and refunded.

11. Can I return or exchange my purchase?

Yes, your order will be accepted for a refund or exchange if returned in its original condition and packaging within 30 days from the delivery date. The returned item(s) must be accompanied by the original receipt or a copy in the case of a partial return. Returning a product for exchange or refund is complimentary from the brand. Please check the brand's website to reconfirm their online purchase return policy and instructions, as it may vary across different brands.

12. How do I track my order?

Once your order has been processed and dispatched, you will receive a tracking number via email, or you can track your shipment on the brand's official website under **"Your Account - Track Your Order."** This tracking number allows you to monitor the status of your delivery in real-time.

13. Will my ACCÈS subscription automatically renew?

No, your subscription will not automatically renew. You will need to manually resubscribe if you wish to continue your service.

14. Can I cancel my ACCÈS subscription at any time?

Currently, subscriptions cannot be canceled mid-term. However, they do not automatically renew, so you won't be charged beyond your chosen period.

15. Is there a guarantee that I can purchase every item I receive a notification for?

While ACCÈS provides you with timely notifications to secure your desired items, we cannot guarantee successful purchases for every notification due to the high demand for these exclusive products.



16. What happens if an item sells out before I can purchase it?

No need to worry. High-demand items often see regular inventory updates. We recommend staying alert and watching for future restocks.

17. Will I be charged additional taxes for my purchases?

No, since all deliveries are made within the country of your subscription choice, there should be no additional tax charges. The only extra cost you may incur is the delivery or shipping fee, as specified at checkout.

18. What should I do if I encounter a technical issue during the purchase process?

If you face any technical issues while attempting a purchase, such as trouble opening notifications or problems during payment, please refresh the page or clear your cache. If issues persist, contact our support team for assistance.

19. What happens if I miss a notification or a product release?

If you miss a notification, you can still check for future restocks of high-demand items. We recommend staying vigilant for updates to increase your chances of securing your desired item.

20. How do I link my brand account for a smoother checkout experience?

We will guide you on how to link your personal brand accounts to facilitate a quick and seamless checkout process. Ensure your account is linked and logged in before product updates to avoid delays.

21. How is my personal data handled?

Your personal data is protected under our privacy policy. We ensure that your data is securely stored and only used for providing services, notifications, and transactions related to your ACCÈS subscription.

