

SHIPPING & DELIVERY

DELIVERY TIMES

The Netherlands: Our standard delivery time in the Netherlands is 3-5 working days. Orders are delivered to your delivery depot and you will be notified by sms or e-mail when your package is ready for pickup. A valid ID needs to be presented when collecting your package. You also have the possibility to receive your item at your home address.

Europe: Our standard delivery time in Europe is 5-7 working days. Our carriers deliver during normal working hours and may require a signature on receipt, so we suggest your order is delivered to an address where someone will be available to accept it. Once your order has arrived in your country, it will be passed on to an internal postal service, according to standard delivery procedures.

Rest of the world: Our standard delivery time outside Europe is 7-10 working days. Our carriers deliver during normal working hours and may require a signature on receipt, so we suggest your order is delivered to an address where someone will be available to accept it. We cannot send to PO BOXES, please ensure that a street address is provided.

If you are not available when your parcel arrives, the carrier will leave a note telling where it is. Parcels might be left in a safe place where applicable, otherwise the carrier will provide details on where to collect your order or how to rearrange delivery.

DELIVERY EXCEPTIONS

During public holidays, new collections and sale period, the delivery times may be longer than usual.

CANCELLATION

SVRL is not able to cancel or make changes to your order after it has been made, so make sure that everything is correct before you check out. The same applies to the delivery address or payment method once your order is complete.

SHIPPING FEES

Shipping fees are added to your order and displayed in the total cost of your order. Shipping rates do not include import fees that may be charged when the package reaches your country of residence.

UNCOLLECTED PACKAGES

Uncollected packages are checked by track and trace to find out the cause of the problem. In case the customer is not guilty the package will be send again.

SALE

Please note that during sale period we reserve the right to ship sale items using other packaging than the regular SVRL packaging.

RETURNS & REFUNDS

14 DAYS' RETURN RIGHT

You are always welcome to return your order within 14 days from the delivery of your package. All products must be returned in perfect condition. The SVRL products should not have been damaged,

worn, used or washed. Returns will only be accepted if the products are returned with original packaging fully intact with the original labels still attached to the product. We will give you a refund when the package is back with us in good condition.

Refunds will be issued including the original shipping cost. When you have ordered more items and decide to return not all of them, the original shipping cost will not be a part of the refund. We will not reimburse the shipping cost for the customer to return the product to us. SVRL will not compensate for returned packages lost in the return shipping.

EXCEPTIONS

We aim to process returns as quickly as possible, but we do ask for 14 days after receiving your return before you are refunded. SVRL cannot exchange your product. Should you be interested in an alternative product, please return your product to us and simply purchase the new product separately at www.svrlfashion.com.

PAYMENT

SVRL offers a variety of payment methods. The available payment methods can vary by country. We don't offer afterpay methods.

SECURITY OF THE INFORMATION WE COLLECT

SVRL stores credit card information in your account for a quick and easy checkout. We are committed to protecting the security of your personal information, and we use a range of technologies and procedures to protect your personal details. We conform to all PCI compliance policies in order to secure your credit card information and identity.

PAYPAL

PayPal is affiliated with major credit card companies and banks worldwide in order to make money transfers easier. PayPal is an easy way to make a cross-border payment.

LOCAL PAYMENT

SVRL also supports a number of local payment methods. This is shown at the checkout for each country.

VAT

For customers within the European Union, VAT (21%) is included in all prices. For customer outside the European Union (excluding Norway), VAT/sales tax is NOT included in the prices. VAT/sales tax is instead charged by customs agencies when your package reaches your country of residence.