

FAQ

HOW DO I SHOP AT SVRL?

Start by selecting the country where you are shopping to see the correct prices and shipping details. Then, under the 'shop' tab you will find our products. Browse our styles and click the one that catches your eye. Then, just choose the size you'd like (our SIZE GUIDE will assist you) and click 'ADD TO BAG'. Continue selecting products until you have your whole set ready and click the shopping bag icon in the right top corner of the site. Once you have clicked 'CHECKOUT' you have four stages to go through.

1. YOUR DETAILS, where you fill in your name, address and country. Make sure you don't rush through this all too fast, since it is very important that all details are spelled correctly.
2. SHIPPING, where you can choose from different shipping methods and see the respective costs and delivery times.
3. PAYMENT, where you choose your preferred payment method, such as credit card, Paypal, invoice and so on.
4. ORDER SUMMARY, where you can see the compilation of your order, sign up to our newsletters and, most importantly, agree to – and read – our TERMS & CONDITIONS (since without that there won't be any orders made). Then, click 'PLACE ORDER', sit back and relax. In a few days you'll be stunning in our designs!

WHAT ARE THE SHIPPING COSTS?

The Netherlands	€4,99
Europe	€9,99
Rest of the world	€14,99

HOW LONG DOES IT TAKE UNTIL I RECEIVE MY ORDER?

The Netherlands	3 – 5 work days
Europe	5-7 work days
Rest of the world	7-10 work days

WHERE IS MY ORDER?

If your order has not arrived by the estimated delivery date, we're here to help. Please email us at info@svrlfashion.com.

CAN I MAKE CHANGES TO MY ORDER OR CANCEL IT?

We always do our very best to make sure that your order is shipped to you as fast as possible. However, this also means that unfortunately you can't make any changes or cancel your order, since it has already been processed by our warehouse.

CAN I ADD MORE PRODUCTS TO AN ORDER I HAVE MADE RECENTLY?

While we are happy to hear that you want to fill your wardrobe with more SVRL products, unfortunately we can't add more items to an order that was already completed. Please contact our customer service at info@svrlfashion.com if you have any questions or concerns.

I HAVE NOT RECEIVED AN ORDER CONFIRMATION

If you have not received your order confirmation within few hours from your purchase, please check your spam filter to see if the message has been marked as spam. Should you not find it, please contact us at info@svrlfashion.com.

THERE IS A PRODUCT MISSING FROM MY ORDER

We are sorry for making such a terrible mistake! This may have happened because the product was out of stock or simply due to a human error. Please contact us at info@svrlfashion.com and let us know your order number and the missing product. We will do our best to help you.

HOW CAN I VIEW MY ORDER HISTORY?

You can always find your order history on your account at www.svrlfashion.com. Browse the orders section on MY ACCOUNT to find all the information.

THERE IS AN INCORRECT PRODUCT IN MY ORDER

Please accept our apologies for making such a mistake. Contact us at info@svrlfashion.com and let us know your order number and the missing product. We will do our best to help you.