



Shipping Policy

1. Processing Time:

- Orders are typically processed within 1-2 business days after payment confirmation (excluding weekends and holidays). We strive to ship all orders as quickly as possible, but please allow for additional processing time during peak seasons or promotional periods.

2. Shipping Rates:

- Shipping rates are calculated at checkout based on the weight, destination, and chosen shipping method.

3. Shipping Methods:

- We offer various shipping methods, including standard and express options. We offer standard shipping via reputable partnered courier services. Expedited shipping options may also be available for faster delivery, with additional charges applied. Delivery times may vary depending on the selected method and destination.

4. International Shipping:

- We ship internationally. Please note that additional customs fees, taxes, or duties may apply depending on the destination country. Customers are responsible for any customs duties, taxes, or fees imposed by their country.

5. Tracking Information:

- Once your order has been shipped, you will receive a confirmation email with a tracking number to monitor the progress of their shipment.

6. Undeliverable Packages:

- If a package is undeliverable due to incorrect address information provided by the customer, the customer will be responsible for the cost of re-shipping.

7. Delays:

- We are not responsible for delays in shipping caused by events beyond our control, such as weather conditions, natural disasters, or carrier disruptions.



Return Policy

1. Eligibility:

- To be eligible for a return, items must be unused, in the same condition as received, and in the original packaging. Returns must be initiated within three [3] days of receiving the product.

2. Return Process:

- To initiate a return, contact our customer service team at support@selvaprim.com with your order number and details about the item you wish to return. We will provide you with further instructions.

3. Return Shipping:

- Customers are responsible for return shipping costs unless the return is due to an error on our part. We recommend using a trackable shipping service for returns.

4. Refund Processing:

- Once your return is received and inspected, we will notify you of the approval or rejection of your refund. If approved, refunds will be processed to the original payment method within seven [7] business days.

5. Exchanges:

- We do not offer direct exchanges. If you need a different size or color, please return the original item and place a new order.

6. Damaged or Defective Items:

- If you receive a damaged or defective item, please contact us immediately for assistance. We may require photo evidence for quality control purposes.

7. Final Sale Items:

- Certain items may be marked as final sale and are not eligible for return. Please check product descriptions for details.