

# VERA STUDIO

verastudion.com

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## Frequently Asked Questions

Everything you need to know about ordering, shipping, and returns.

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### 1. Where do you ship to?

We offer worldwide shipping, depending on product availability and the shipping provider. We ship our women's clothing collections to customers across the globe.

### 2. How long does shipping take?

Estimated delivery time is typically 7–25 business days, depending on your country, the shipping carrier, customs processing, and seasonal demand.

### 3. How long does order processing take?

Orders are usually processed within 1–5 business days before dispatch. This includes order verification, quality check, packaging, and handover to our fulfilment partner.

### 4. Will I receive a tracking number?

Tracking availability depends on the shipping carrier and delivery method selected. When tracking is available, you will automatically receive a tracking number by email after your order has been shipped.

### 5. My tracking hasn't updated — what should I do?

Tracking updates can take 3–7 business days to appear after the initial scan. If you're concerned, email us at [info@verastudion.com](mailto:info@verastudion.com) and we'll look into it for you.

### 6. I entered the wrong address — can I change it?

If your order has not yet been processed, we may be able to update the address. Please contact us as soon as possible. Once an order has shipped, address changes may not be possible.

### 7. Can I cancel my order?

Cancellations are only possible if the order has not yet been processed or shipped. Please contact us immediately at [info@verastudion.com](mailto:info@verastudion.com) if you would like to cancel.

### 8. What should I do if my item arrived damaged or incorrect?

Please contact us within 48 hours of delivery with your order number and clear photos of the item and its packaging. We will resolve the issue as quickly as possible.

### 9. Do you accept returns?

Yes. Returns may be requested within 30 days of receiving your item, provided the piece is unused, unworn, and in its original condition. Please see our full Refund & Returns Policy for details.

### 10. Who pays for return shipping?

Return shipping is the customer's responsibility, unless the item arrived damaged, defective, or incorrect.

### 11. Do you offer refunds?

Refunds are available in approved cases. Depending on the situation, we may offer a replacement, store credit, or a refund to your original payment method.

**12. What items cannot be returned?**

Personal care items, intimate/hygiene products, customised items, digital products, and any items marked as Final Sale cannot be returned.

**13. I received the wrong item — what happens?**

Please contact us within 48 hours of delivery with your order number and photos. We will arrange a replacement, issue store credit, or provide a refund depending on the case.

**14. What payment methods do you accept?**

We accept secure online payments via Stripe (credit and debit cards). Your payment information is never stored on our servers.

**15. How can I contact you?**

You can reach us anytime at [info@verastudion.com](mailto:info@verastudion.com). We typically reply within 24–48 business hours.

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*For any questions, contact us at:*

**[info@verastudion.com](mailto:info@verastudion.com)**

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