

# FAQ

## **Where is my order confirmation?**

You will receive an email confirmation to the email address you entered on your order. If you have not received an email confirmation, please check your spam folder. If you have not received an email confirmation, then the order has not gone through or you did not enter your email address correctly. Please contact Support via [www.siaamun.com](http://www.siaamun.com)

## **Was I charged more than once?**

What you are seeing on your bank account is an authorization (a common bank practice handling credit card transactions to ensure sufficient funds and account authenticity). Depending on your bank, pending authorizations on your account will clear within 3 - 7 business days. If you need help speeding up the process, you can contact the issuing bank of your credit card.

Please only click the “Place Order” button once to avoid multiple authorizations.

## **Why won’t my discount and/or credit code work?**

Please be sure your code is entered correctly and applied before submitting your order. Promotional codes do expire; please look at the terms and conditions of the discount code to make sure the offer is still valid. If you have received a unique code from us, please keep in mind it can only be used once and cannot be combined with another promotion or be applied to shipping costs. Unique credit codes do not expire. All promotions and/or codes cannot be applied after the transaction is complete.

## **An item I want is sold out? Do you restock your inventory?**

We do not reprint items once they have sold out unless promoted otherwise. Limited releases will not be restocked once sold out unless promoted otherwise.

## **Can I cancel my order?**

Cancellations are not currently allowed for online purchases. Please only click the “Place Order” button once to avoid multiple purchases.



## **How can I change something on my order?**

Assuming the desired change is applicable, please contact Support via [yourfvrgrl@gmail.com](mailto:yourfvrgrl@gmail.com) immediately. Once our warehouse has processed your order, we will be unable to make any changes.

## **When will my order ship?**

Shipping times may vary due to availability of merchandise. Please note to allow up to 14 business days for order processing and verification.

## **What method is used for shipping?**

FVRTGRL.COM. ships within the U.S. via USPS and FedEx

## **Are SIAAMUN.COM products sold at any other retailers?**

Official SIA AMUN merch is sold exclusively on SIAAMUN.COM

## **Can I shop in other currencies other than USD?**

All product prices listed are in USD.

## **I emailed your customer service team. When should I expect a response?**

We aim to respond to all e-mails within 48 hours. Please note that this time frame may be extended during and immediately after launches.

