

## **FAQS & COVID-19**

### **INFORMATION ABOUT COVID-19 (CORONAVIRUS)**

**In this section you can find answers to the most frequently-asked questions regarding purchases on Silent Panda Online Store.**

#### **IS SHOPPING ON SILENT PANDA ONLINE STORE SAFE?**

**We operate according to the guidelines of the World Health Organization and the competent authorities and constantly ensure that hygiene and sanitary standards are respected.**

#### **CAN I CONTINUE TO PLACE ORDERS?**

**In line with recent government guidelines, and for the health of our community, we have taken the decision to temporarily pause delivery services and close our warehouses. However, you can still continue to shop and (pre-order) and have your order delivered once our warehouse reopens soon. Here is how:**

- 1. Add items to your Shopping Bag and proceed to checkout as usual**
- 2. Your card will be charged 5 days after you place an order**
- 3. We will send your purchase when our warehouse reopens, and you will receive an email once it has been shipped from our warehouse**
- 4. If you change your mind, you can cancel your order at any time before your order is shipped by contacting us.**

**We have also extended our return period to 60 days for all orders placed starting from March 1st, 2020, so you will have more time if you want to keep or return your purchase.**

#### **WILL MY ORDER ARRIVE LATE?**

**In line with recent government guidelines, and for the health of our community, we have taken the decision to temporarily pause delivery services. As a result, your purchase will be shipped when we re-open our warehouse.**

**You will receive an email as soon as your order has been shipped.**

If you'd like to cancel your order, you can do so at any time before your order is shipped, contacting our Customer Care at [info@silentpanda.com](mailto:info@silentpanda.com).

#### **CAN I STILL EXCHANGE ITEMS?**

In line with recent government guidelines, and for the health of our community, we have taken the decision to temporarily pause delivery services. As a result, it is not possible to request an exchange now.

We have extended our return period to 60 days for all orders placed starting from March 1st, 2020, so you have more time to decide if you want to keep or return your purchase.

Please make sure it still meets our Return Policy.

#### **HOW DO I RETURN IF THE WAREHOUSE IS CLOSED?**

In line with recent government guidelines, and for the health of our community, we have taken the decision to temporarily pause delivery services and close our warehouses. At the moment, we are unable to accept returns at our warehouse, however, we are working on alternative plans to get this service back up and running.

#### **WHEN WILL I RECEIVE MY REFUND?**

You will receive a confirmation email as soon as your return has been accepted and your refund has been processed, after the reopening of our warehouse.

#### **CAN I CANCEL MY ORDER?**

You can request to cancel your order at any time before your order is shipped, by contacting our Customer Care.

Your credit card will be charged 5 days after the order has been placed. If you cancel your order before this time, you may see a pending charge on your card known as a 'pre-authorization' which should disappear within 10 working days.

If you request to cancel your order after 5 days, we will issue a full refund to the card used for purchase.