

FAQs

Which payment methods do you accept?

Visa, MasterCard, AmEx, Discover, Apple Pay, Google Pay, PayPal, Shop Pay. Installments (US only), Klarna Pay-in-4 (selected EU countries).

What is 3-D Secure and why did I see a pop-up?

3-D Secure (also “Verified by Visa” / “Mastercard Identity Check”) adds an extra one-time code for EU PSD2 compliance. Your bank controls that pop-up.

Is my data safe?

All checkout traffic uses TLS 1.3. We never store full card numbers. Our store is Level 1 PCI-DSS compliant.

How long do refunds take?

We issue refunds the same day your return is scanned. Banks typically post credit within:

- Card: 5-7 banking days
- PayPal: immediate
- Klarna: 2-5 days

Shop Pay Installments voids remaining payments or refunds for completed ones.

Where’s my Klarna statement?

Klarna emails the payment schedule shortly after order confirmation. If not received, log in at klarna.com or their mobile app.

Why was my card declined?

Common reasons: ZIP mismatch, CVV typo, foreign card blocked for cross-border. Retry or call your bank; we cannot override declines.

Do you charge sales tax?

Yes. calculated automatically in 42 US states + DC and applicable provinces.

Can I split the payment across cards?

Not at checkout, but buy a digital gift card first, then apply it and pay the balance with the second card.

Crypto payments?

We accept USDC on Ethereum Mainnet for orders above \$500. Choose “Coinbase Commerce” at checkout; rate locked for 15 min.

Need more help? billing@everstorm.example

