

← Order #83981

Confirmed Jan 24

[Buy again](#)

Log in to view all order details.

[Log in](#)

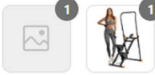


✓ Complete

Feb 4

This item is complete.

[Show details](#) ▼



🚚 On its way

Feb 4

This shipment is on its way.

[Hide details](#) ^

● Confirmed

Jan 24



1 Sevlio Club

productType: OFFER
externalTxnId: 29536

\$0.00



1 Parcel Protection

productType: OFFER
externalTxnId: 29537

\$2.99



1 Vertical Climb Reform Machine White

White
productType: OFFER
externalTxnId: 29538

\$39.95

Subtotal

\$42.94

Shipping

Free

Total

USD **\$42.94**



Sevlio <support@shopsevio.com>
to me ▼

Tue, Feb 4, 12:26 AM

Sevlio

ORDER #83981

Some items in your order are on the way

Some items in your order are on the way. Track your shipment to see the delivery status.

[View your order](#)

or [Visit our store](#)

Other tracking number: SDH0068021970

Items in this shipment



Sevlio Club × 1

Activa
Go to St

Destiny

to support ▼

Thu, Feb 13, 9:02AM ☆ 😊 ↩

Please provide an update for my order #83981. Also, I was charged for a membership and still haven't received the device. I sent several request to cancel the membership and never heard anything back from your company. I need a response from someone please.

--

Destiny

Sevlio

to me ▼

Feb 13, 2025, 9:50 PM ☆ 😊 ↩ ⋮

Hi Destiny,

Thank you for reaching out regarding your order. Our typical processing time is anywhere between 3-5 business days to have your order fulfilled, shipped out and the tracking number sent over to you.

I can see though your order is still pending shipment due to some unforeseen factory issues and delays. If you still do not get any confirmation or updates from us within the next 24-48 hours please let me know.

We appreciate your understanding and patience during this time.

If you have any further questions or need assistance, please don't hesitate to reach out again either.

Best regards,
Kate S.

Monday - Saturday
8.30AM - 7.30PM (EST)

shopsevlio.com

Activate Windows
Go to Settings to activate Windows

Hello,

I need to speak with you immediately about the continuous charges I am receiving from this company. I have requested to have the membership cancelled yet I was charged again yesterday, and I still haven't received my order.

Please CALL me at



Sevlio

to me ▼

Mar 1, 2025, 11:14 PM ☆ 😊 ↩ ⋮

Hi Destiny,

It's never ideal to experience delays with an order, and we completely understand how frustrating this must be for you. We sincerely apologize for the wait and any inconvenience it may have caused.

Right now, your package is still in transit, but the tracking information may not have been updated by the shipping carrier yet. Sometimes, shipments take longer than expected to process through various checkpoints, but we are actively monitoring the situation to ensure it reaches you as soon as possible.

We truly appreciate your patience while we work through this. Please don't hesitate to reach out if you need any further assistance—we're more than happy to help.



Destiny

to Sevlio ▼

Mar 2, 2025, 7:18 AM

Kate,

I need to speak with someone-a real person-regarding my several requests to cancel the membership. I need to be refunded for the charge I just incurred on 2/28/25.

According to your membership cancellation policy, I should have not been charged again after I requested it be cancelled.

Please refund me the \$34.95 I was charged on 2/28/25 because I have record of requesting cancellation yet this company charged me again.

I need to speak with someone immediately!



Sevlio

to me ▾

Mar 2, 2025, 11:20 PM



Hi Destiny,

Dealing with shipping delays can be frustrating, and we completely understand how concerning this must be for you. We sincerely regret the inconvenience and appreciate your patience during this time.

Your package is still in transit, but tracking updates may be delayed due to processing issues with the shipping carrier. These situations occasionally happen, but please rest assured that we are actively monitoring your order and will provide updates as soon as we have more information.

We know this isn't the experience you were expecting, and we truly appreciate your understanding. If you have any questions or need any assistance, please feel free to reach out—we're here to help.



Destiny

to Sevlio ▾

Mar 3, 2025, 6:24 AM



Why is it that your company keeps sending these fake emails?

I want my money back from the membership charges! I have requested that the membership be cancelled 3 times and each time you all send me this carbon copy response.

Address this issue with a real human response like refunding me my money!