

Frequently Asked Questions



 **Q: How do I track the progress of my order?**

A: If we have an email address for you, we'll send you an email when your order is Confirmed, Assembled, Dispatched and En route. We'll even include details of the vehicle, and the name of your driver.

 **Q: I want to start tracking my orders. Where do I send my email address?**

Email your address to hello@savona.co.uk. We'll take care of the rest!

 **Q: How do I know when my order will arrive?**

Within your email, we'll tell you how many drops your driver has to make before your delivery, and will show your location and our driver's on a map.

 **Q: How do I query my order?**

You can contact us by email (hello@savona.co.uk), phone (01271 862569) or live chat at savona.co.uk.

 **Q: How do I reschedule a delivery?**

You can do this up to and including the working day prior to delivery, by contacting us: Email (hello@savona.co.uk) / Phone (01271 862569) / Live Chat at savona.co.uk

 **Q: How do I change the email address my notifications go to?**

It's easy! Simply email hello@savona.co.uk with your business name and correct email address.