# Delivery FAQs - Everything You Need To Know About Blue Banana Delivery

Customer Services - 2023-11-16 - Delivery

- **Do you have a question about delivery?**

Please see our [delivery FAQ page here](#) to find out how long your order will take to ship, what to do if your order is late and how you can track it.

- **Do you deliver outside of the UK?**

Yes, please see the list of countries we ship to [here](#).

- **My parcel says it has been delivered when it hasn't – Here's what to do.**

 If your parcel has been marked as delivered by the delivery company but you have not received it then please do let us know. Contact our Customer Service team so that they can investigate this for you.

When opening a ticket with us, please make sure you provide your Order Number (a 7-digit code found in your confirmation email) and your correct address. We will check this against the address from your order. Please also check any safe areas or neighbours that your parcel could be with.

Our Customer Service team may open an investigation with the delivery company in order to locate your order. This can take up to 14 working days to complete so please be patient.

- **Where is my order?**

If you want to track your order then please see your dispatch notification email for a tracking code. If you have not received this email then your order has not been dispatched yet.

If it has been some time since placing your order and you have not received a dispatch notification then please get in touch and we will look into this for you.

If you receive a Trustpilot Review Request email and have not received your package then please use your tracking code to find out where your order is. Please note the delivery

estimates on our delivery page [here](#).

Tags
delivery

Related Content

- [I Want To Change/Amend My Order](#)
- [There are items missing from my order. What should I do?](#)
- [I've not received confirmation email – what should I do?](#)
- [Item Has Been Delivered But I Don't Have My Order – Here's what to do.](#)
- [Where Is My Order?](#)