



Where Is My Order?

Customer Services - 2023-03-09 - Orders

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](#).

Please note that we operate Monday to Friday 8:30-16:30. Orders placed outside of these working hours, on weekends, national or bank holidays will aim to be shipped the next **working** day. Any estimated delivery dates are not guaranteed and are calculated based on working days and speeds quoted by the service. Delivery speeds are quoted in working days, this means you should not expect delivery on weekends or bank holidays.

Related Content

- [I Want To Change/Amend My Order](#)
- [I have a question about Gift Cards.](#)
- [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.](#)
- [Delivery FAQs - Everything You Need To Know About Blue Banana Delivery](#)