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## Item Has Been Delivered But I Don't Have My Order - Here's what to do.

Customer Services - 2023-11-16 - [Delivery](#)

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 (the code found in your confirmation email beginning with PA00) 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.

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