



[Base de connaissances](#) > [Orders](#) > [I've not received confirmation email - what should I do?](#)

## I've not received confirmation email - what should I do?

Customer Services - 2022-08-02 - [Orders](#)

If you have not received an email confirming that your order was successful then your order may not have gone through.

If you have not received a confirmation email then please check your spam/junk folder in your inbox first. If you still cannot find your confirmation email then please contact our customer service team with your name, email address used to make the order, your address and what you have purchased. Please also check your bank account as your payment may have failed and therefore your order would be unsuccessful.

### Contenu lié

- [Where Is My Order?](#)
- [Delivery FAQs - Everything You Need To Know About Blue Banana Delivery](#)