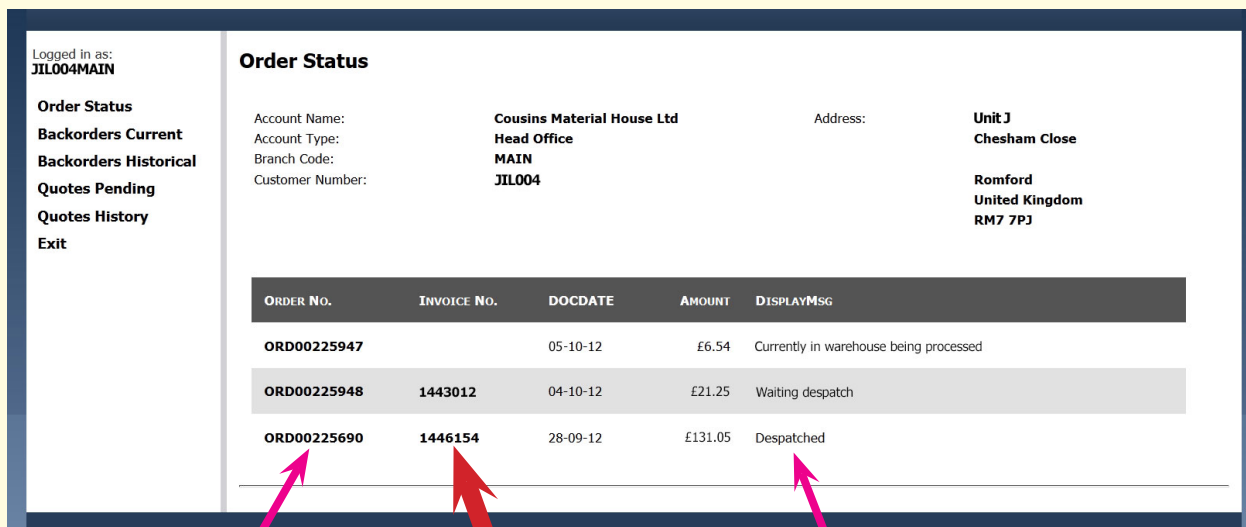
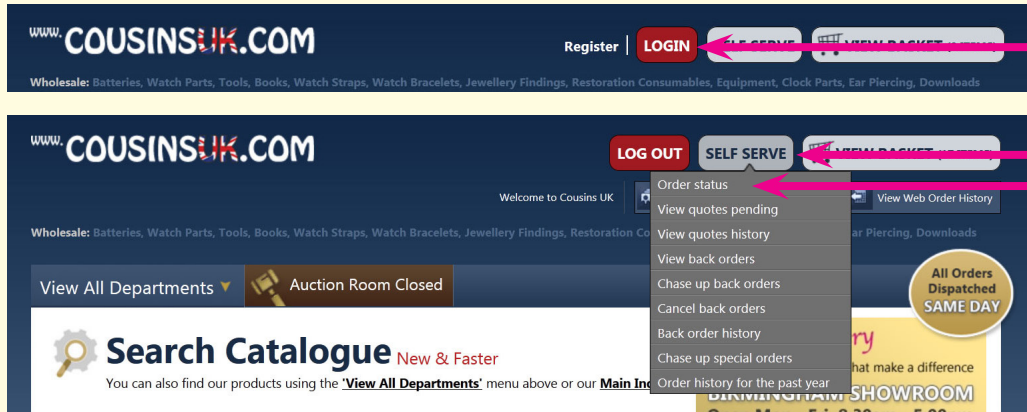


HOW CAN I TRACK MY ORDER

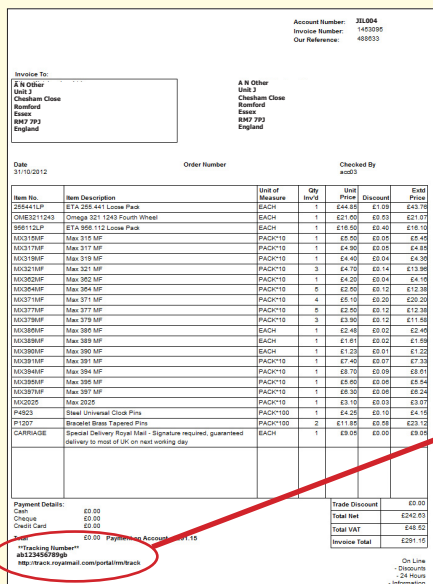
Order tracking is only available if you have selected a delivery service with a tracking capability.



Click on the order number to view your order.

Click on the invoice number to view/print the invoice and **view order delivery tracking**, if you have selected a delivery service with a tracking capability at checkout.

Order status information



****Tracking Number****
ab123456789gb
http://track.royalmail.com/portal/rm/track

Click this link to access tracking information

HOW DO I CHASE UP A PARCEL THAT HAS NOT ARRIVED YET?

Parcel not arrived yet - we are here to help.

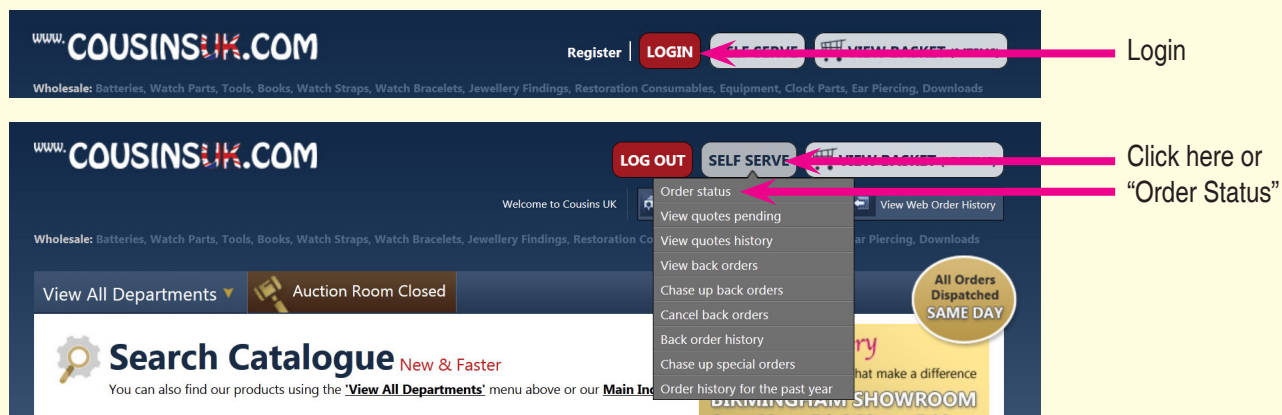
Customers can use the following service to claim for a signed for/tracked delivery that has not arrived.

- **UK** – No claim can be entered before 15 Working days have elapsed
- **International** – No claim can be entered before 25 Working days (20 Days Mainland Europe)

Please Note we cannot enter into claims for Non -signed for/non tracked packages, please contact your postal service for assistance.

Please Log into our website

On the website home page click on the self serve link at the top of the screen and you will be taken to the order status page.



Click in the box next to the order / invoice you have not received, this box is located under the “Delivery Overdue, Chase” column. Now select Submit. Please note: this option is only available if the valid delivery time has been exceeded.

| ORDER NO. | INVOICE NO. | DOCDATE | AMOUNT | DISPLAYMSG | Delivery Overdue, Chase |
|-------------|-------------|----------|---------|--|---|
| ORD00225947 | | 05-10-12 | £6.54 | Currently in warehouse being processed | MORE <input type="checkbox"/> |
| ORD00225948 | 1443012 | 04-10-12 | £21.25 | Waiting despatch | MORE <input type="checkbox"/> |
| ORD00225690 | 1446154 | 28-09-12 | £131.05 | Despatched | MORE <input type="checkbox"/> |

Once submitted the screen below will ask you to process this request, once processed a message is sent to us.


| Order No. | Invoice No. | Document Date | Amount | Message | Action |
|-------------|-------------|---------------|---------|------------|-------------|
| ORD00225690 | 1446154 | 28-09-12 | £131.05 | Despatched | Investigate |

This screen below confirms your request has been submitted

Please select Order Status from the left hand side of the screen.

Click here



 Logged in as:

Order Status

▶ Backorders Current

▶ Backorders Historical

▶ Quotes Pending

▶ Quotes History

▶ Exit

Order Action Confirmation

An email confirmation status has been sent for the following orders:

| Order No. | Invoice No. | Document Date | Amount | Message | Status |
|--------------------|----------------|---------------|---------|------------|-------------------------|
| ORD00225690 | 1446154 | 28-09-12 | £131.05 | Despatched | Investigation Requested |

We will now investigate and update the order status page as the investigation progresses, please check this page for updates.