

## What Can I Do If My Adafruit Order Has Not Arrived?

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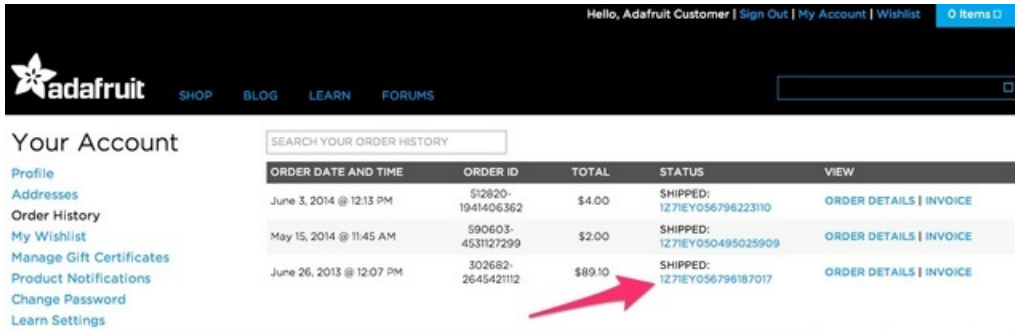
## Locating Your Package

Here's a handy guide for how to locate your package and the steps to take if your package is late or does not arrive.

## Track A Package

You should have been sent a tracking number with your shipping confirmation mail. If you cannot locate the tracking number you can look it up by checking your order status. ([Click here for directions on checking your order status.](#)) (<https://adafru.it/dEI>)

Once you locate your order, click on the tracking number under "Status" to track the package. The link will direct you to the shipping carrier's tracking system.



The screenshot shows the 'Your Account' page on the Adafruit website. At the top, there's a navigation bar with the Adafruit logo and links for SHOP, BLOG, LEARN, and FORUMS. Below the navigation bar, there's a search bar and a 'Your Account' section. The 'Your Account' section includes links for Profile, Addresses, Order History, My Wishlist, Manage Gift Certificates, Product Notifications, Change Password, and Learn Settings. A table titled 'SEARCH YOUR ORDER HISTORY' displays the following data:

ORDER DATE AND TIME	ORDER ID	TOTAL	STATUS	VIEW
June 3, 2014 @ 12:13 PM	512820-1941406362	\$4.00	SHIPPED: 1Z71EY056796223110	<a href="#">ORDER DETAILS</a>   <a href="#">INVOICE</a>
May 15, 2014 @ 11:45 AM	590603-4531127299	\$2.00	SHIPPED: 1Z71EY050495025909	<a href="#">ORDER DETAILS</a>   <a href="#">INVOICE</a>
June 26, 2013 @ 12:07 PM	302682-264542112	\$89.10	SHIPPED: 1Z71EY056796187017	<a href="#">ORDER DETAILS</a>   <a href="#">INVOICE</a>

The tracking numbers will look different depending on the shipping method you chose. Below is the tracking number format for each shipping method.

UPS - 1Z71EY#####

USPS Domestic - 9#####

USPS First Class International - LN#####US

USPS Priority Express International - EC#####US

DHL Express - 159#####

## What If My Order Is Taking Longer Than The Estimated Shipping Time?

First check the Adafruit [shipping info](#) (<https://adafru.it/dEm>) page for estimated shipping times to see if your package is late. If it is taking longer than the longest estimated date, click on the shipping method relating to your package below for the next steps!

- [USPS Domestic](https://adafru.it/dEB) (<https://adafru.it/dEB>)

- [USPS International](https://adafru.it/dEC) (<https://adafru.it/dEC>)

- [UPS Domestic or International](https://adafru.it/dED) (<https://adafru.it/dED>)

- [DHL Express Worldwide](https://adafru.it/Cdh) (<https://adafru.it/Cdh>)

## Adafruit UPS Domestic/International

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If you chose UPS as your shipping method please check your [tracking number \(https://adafru.it/dFp\)](https://adafru.it/dFp) for the latest updates about your order.

If the order is past due, there is no scheduled delivery date, or the tracking information lists an exception or note that the package has stopped moving on to its destination, please [contact customer support \(https://adafru.it/dB4\)](https://adafru.it/dB4) and we will file a trace.



USPS Domestic is traditionally cheaper, but does not provide detailed tracking. If you select USPS as a shipping option you can either chose First Class or Priority. Below is the difference between these two shipping options.

Please note that we no longer offer USPS to some regions due to difficulties delivering reliably to customers there.

- **USPS Domestic First Class packages are un-trackable.** Once it has been sent it's pretty much outside of our control. There is no way to track packages! There may be delivery confirmation with 1st class, but it's not the same as tracking! It is also not a time-guaranteed services. First class mail can take up to 2 weeks. First class mail is low cost and used at your own risk. We only permit it for orders under \$200. Insurance is automatically calculated and added to your order. Lost package claims may be filed between 45 and 90 days after shipment. USPS has experienced many slow downs and delays - [here's an overview \(https://adafru.it/dGv\)](https://adafru.it/dGv) of what we've seen for some customers.
- **Priority Mail** has delivery confirmation (which is not tracking, but will let you know when the package has been delivered) Insurance is automatically calculated and added to your order. Priority mail can take up to 3-5 business days once shipped.

### About Delivery Confirmation

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Delivery Confirmation is a semi-tracking system by the USPS. A package will usually be scanned a couple times on its way to you. Sometimes it is not scanned at all. If you notice that a package does not have a scan but we have emailed you that it shipped, don't worry! Unlike UPS/FedEx, its not unusual for a package to make it all the way to you without a scan until it is actually delivered

### What Do I Do If My Package Is Late?

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If your order does not arrive by the above mentioned time, please contact the USPS directly through your local post office to inquire about the status of your package.

Often times, your package is at your local post office waiting for you. Look for a 'pink slip' indicating your package is at the post office. You may need to bring that slip and/or identification to pick up the package

If they are unable to assist you, please contact [Adafruit Customer Support \(https://adafru.it/dNL\)](https://adafru.it/dNL).

## Adafruit USPS International Orders

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### First Class International

**First class international is untrackable.** Once it's been sent it's out of our control. There is no way to track it and there is no proof of delivery or shipment. (That's why it's so low cost!). It also doesn't have expedited brokerage, **which means packages can "sit in customs" for up to 4-6 weeks.** Although this is rare it does happen. Packages are sometimes not delivered at all (1% of cases), so this method is to be used at your own risk! However, it is generally fairly dependable, arriving with a week or two 95% of the time. Insurance is automatically calculated and added to your order. Lost package claims may be filed between 45 and 90 days after shipment. It is not a recommended service and only permitted for orders under \$300.

All packages out of NYC go through the sorting station in **Jamaica, NY** - a suburb of NYC. This is not the same as Jamaica the country! If you see Jamaica on your tracking page it doesn't mean it is in the Caribbean, rather that it has gone to the main international sorting station and is on its way to you.

### What Do I Do If It's Late?

If it is past 90 days and your First Class package has not arrived please contact your local post office and customs agency to see if your package has arrived and you haven't been notified.

Often times, your post office has the package and wants you to pay the import tariffs before it hands it over

### Priority Mail Express (EMS)

**Priority Mail Express International service** service comes with tracking and is insured. It is more expensive but has expedited brokerage which means your package will zip through customs and has the added protection of \$100 free insurance coverage. Additional insurance, if necessary, is automatically calculated and added to your order. We've rarely had an express package lost (although sometimes it will be returned if the destination address is wrong), and it is recommended for international packages.

**There is basic tracking available with EMS packages but it is not unusual for there to be only a few scans on it's way to you!**

All packages out of NYC go through the sorting station in **Jamaica, NY** - a suburb of NYC. This is not the same as Jamaica the country! If you see Jamaica on your tracking page it doesn't mean it is in the Caribbean, rather that it has gone to the main international sorting station and is on its way to you.

### What Do I Do If It's Late?

If you have not received your International Priority Express package within 5 business days, please contact your local post office and customs agency to see if your package has arrived there and you haven't been notified.

Often times, your post office has the package and wants you to pay the import tariffs before it hands it over.

If you are still unable to locate your order, please contact [Adafruit Customer Support \(https://adafru.it/dNL\)](https://adafru.it/dNL).



## What To Expect When You Choose USPS As A Shipping Method

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## Adafruit DHL Express Worldwide

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If you chose DHL Express Worldwide as your shipping method please check your [tracking number](#) (<https://adafru.it/dFp>) for the latest updates about your order.

If the order is past due, there is no scheduled delivery date, or the tracking information lists an exception or note that the package has stopped moving on to its destination, please [contact customer support](#) (<https://adafru.it/dB4>) and we will file a trace.