

1. Track Your Package

To track your package:

- a. Go to Your Orders.
- b. Go to the order you want to track.
- c. Select Track Package next to your order.
- d. Select See all updates to view delivery updates. The status of the order will have details of the courier partner.

Note:

If an order includes multiple items, each may have separate delivery dates and tracking information.

Items sent by sellers from the Amazon Marketplace can also be tracked, but only if the seller has shared this information with Amazon and you have chosen a traceable shipping method.

If your package was marked as delivered and you have not received the package, contact us within 7 days of the order being marked as delivered.

If your package shows as delivered, but you haven't received it, refer Find a Missing package that shows as Delivered Help page for more information.

If you haven't received your order but tracking shows as "Undelivered", visit Undeliverable Packages Help page to know reasons why a package is undeliverable and the refund timelines for undelivered packages.

If the estimated delivery date for your parcel has passed and your tracking information hasn't changed, allow 1 additional day for parcels shipped by Amazon and 5 additional days for parcels shipped by third-party couriers to be delivered. Usually parcels arrive on or shortly after the estimated delivery date.

2. Shipment is Late

Most orders are delivered on time. However, occasionally orders may be delivered after the estimated delivery date. Here are some of the possible reasons for late delivery:

- a. Incorrect address
- b. Missing apartment, building, floor, or house number
- c. Severe weather conditions
- d. Product out of stock
- e. Product damaged during transit
- f. Local or regional contingencies

Some of the actions you can take are:

- a. Track your package and confirm the estimated delivery date in Your Orders. We update the information if there is a change in the estimated delivery date.
- b. Confirm your shipping address in Your Orders. To avoid delivery problems, keep your address information up-to-date and add delivery instructions to Your Addresses.
- c. Check payment processing in Your Orders.
- d. Wait for 48 hours to allow for any unexpected delays. We typically notify customers if any delays in delivery occurs.

If you haven't received your order but tracking shows as delivered, go to 'Find a Missing Package That Shows As Delivered'. Occasionally, packages are returned to us as undeliverable. Visit Undeliverable Packages for more information.

The A-to-z Guarantee protects you when you buy items sold and fulfilled by a third-party seller. It covers both the timely delivery and condition of your items.

- a. [Find a missing package that shows as delivered](#)
- b. [A-to-z Guarantee](#)

3. Undeliverable Packages

We cannot re-ship orders that have been returned to us. Typically, all undeliverable packages are returned to our fulfilment centre within 13 days. Once we receive the package, the refund will be processed to the original payment method. The Refund timeline will depend upon the refund mode chosen by you (Amazon Pay Balance, original payment method or to your bank account). To know the refund timelines, refer to the About Refunds Help page. You may also check Amazon.in Refund policy for more details.

Note:

Our courier partners cannot retrieve and deliver an undeliverable package, even if it is at a local courier station. You may place a new order to buy the item.

If a third-party seller has fulfilled the order, please contact the seller for undelivered packages.

Our A-to-z Guarantee protects you against third-party seller purchases. It covers both timely delivery and condition of the items.

- a. [A-to-z Guarantee](#)